



PLACER COUNTY GRAND JURY

Response to the 2015-2016 FINAL REPORT

November 23, 2016

STATE OF CALIFORNIA
PLACER COUNTY
SUPERIOR COURT
GRAND JURY

11532 B AVENUE
AUBURN, CA 95603



PLACER COUNTY GRAND JURY

Phone: (530) 886-5200
Mailing Address:

FAX: (530) 886-5201
11532 B Avenue, Auburn, CA 95603

November 23, 2016

The Honorable Alan V. Pineschi
Presiding Judge, Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

The Honorable Colleen Nichols
Advising Grand Jury Judge, Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

And Citizens of Placer County

Subject: Responses to the 2015-2016 Grand Jury Final Report:

Dear Judge Pineschi, Judge Nichols, and Citizens of Placer County:

The 2016-2017 Placer County Grand Jury has received and reviewed all of the responses to the 2015-2016 Grand Jury Report.

All of the responses received by the Grand Jury, between the final report's release date in June 2015 and November 2016, have been assembled and published in this Response Report.

The reports are being published primarily in electronic form and are available on the Superior Court's Placer County website at www.PlacerGrandJury.org. Hard copies are being distributed only if requested.

If you desire a hard copy, please email your request to the Placer County Grand Jury at grandjury@placer.ca.gov. Include your contact name, title, agency name, department name, and complete mailing address.

Sincerely,

Jerry M. Henry
Foreperson
2016-2017 Placer County Grand Jury

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Alcohol Testing at Del Oro High School Dances Keeping our Students Safe

Findings

The Grand jury found that:

- F1. The student handbook and the dance contract do not contain the necessary policies and procedures concerning the use of the alcohol detection device and the subsequent consequences.
- F2. Staff and administration should have written policies and procedures concerning training and use of the alcohol detection device.

Recommendations

The Grand Jury recommends:

- R1. Implement written policies and procedures for staff and administration regarding the training and use of the alcohol detection device.
- R2. Amend the dance contract and student handbook to include the alcohol screening policy and the consequences of a positive result.

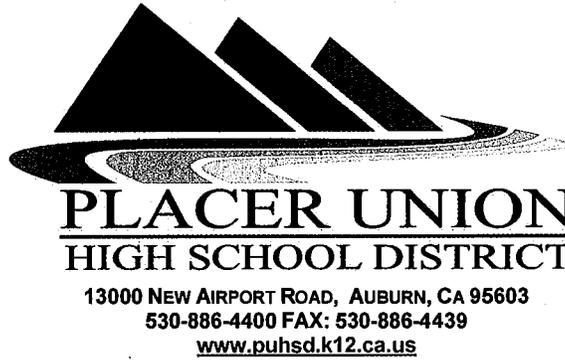
Request for Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Dan Gayaldo Principal, Del Oro High School 3301 Taylor Road Loomis, CA 95650	R1, R2	September 30, 2016

Copy sent to:

Mr. George Sziraki
Superintendent, Placer Union High School District
13000 New Airport Road
Auburn CA 95603

GEORGE S. SZIRAKI, JR. Ed.D.
SUPERINTENDENT
MR. DOUGLAS MARQUAND
ASSISTANT SUPERINTENDENT
ADMINISTRATIVE SERVICES
MR. JEFFREY TOOKER
DEPUTY SUPERINTENDENT
EDUCATIONAL SERVICES
MR. ERIC VEREYKEN
ASSISTANT SUPERINTENDENT
OF HUMAN RESOURCES



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September 22, 2016

Placer County Grand Jury
11532 B Avenue
Auburn, CA 95603

The Honorable Colleen M. Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

RECEIVED

SEP 29 2016

**PLACER COUNTY
GRAND JURY**

Re: Response of the Placer Union High School District Board of Trustees to Placer County Grand Jury Report

Dear Members of the Grand Jury and Honorable Presiding Judge Nichols:

Placer Union High School District Superintendent George Sziraki and Principal Dan Gayaldo, Principal – Del Oro High School, are in receipt of the Placer County Grand Jury’s report entitled “Alcohol Testing at Del Oro High School Dances – Keeping our Students Safe. The Report pertains to the use of an alcohol detection device prior to entry into school dances.

Response to Grand Jury’s Findings

Finding 1. *The student handbook and the dance contract do not contain the necessary policies and procedures concerning the use of the alcohol detection device and the subsequent consequences.*

We partially agree with Finding 1. The District’s student handbook and dance contract refer to the prohibition against use of alcohol at activities within the District’s jurisdiction. In addition, the District’s Board Policies and Administrative Regulations provide the administration with discretion to develop, implement and evaluate a comprehensive prevention and intervention program. Having said this, the District appreciates the Grand Jury’s insight and has updated the student handbook and dance contract as discussed below.

Findings 2. Staff and administration should have written policies and procedures concerning training and use of the alcohol detection device.

We partially agree with Finding 2. The District’s Board Policies and Administrative Regulations provide the administration with discretion to develop, implement and evaluate a comprehensive prevention and intervention program. The District believes it properly exercised its authority to initiate its program at Del Oro High School. Having said this, the District appreciates the Grand Jury’s insight and has updated its written policies and procedures as discussed below.

Response to Grand Jury’s Recommendations

Recommendation 1. Implement written policies and procedures for staff and administration regarding the training and use of the alcohol detection device.

Placer Union High School District reviewed and revised Administrative Regulation 5131.6 addressing the utilization of alcohol detection devices including staff development. Please see attached.

Recommendation 2. Amend the dance contract and student handbook to include the alcohol screening policy and the consequence of a positive result.

Del Oro’s Student Handbook and Dance contract have been updated to reflect information regarding alcohol device testing at school dances including addressing subsequent consequences. Please see attached.

Conclusion

Once you have had an opportunity to review the foregoing, please contact the undersigned with any follow-up comments or questions you may have.

Sincerely,



Dr. George Sziraki, PUHSD Superintendent

9/22/16

Date

Pages attached – 6

CC: Board of Trustees
Placer Union High School District
Dan Gayaldo, Principal

APPROVED
by the PUHSD Board of Trustees
on 9/20/16
Certified by L. Burlison, Exec. Asst. to Supt.

Placer Un HSD

Administrative Regulation

Alcohol Testing

AR 5131.6

Students

The Governing Board is committed to providing a safe, alcohol-free environment to maximize the health and safety of district students, and to be a deterrent to illegal alcohol use while protecting them from the dangers associated with illegal alcohol use. To support the district's alcohol efforts, as per administrative discretion, the Board desires to establish an alcohol testing program in the district's high schools that will discourage illegal alcohol use among students.

(cf. 5131.62 - Tobacco)

Participation in the district's alcohol testing program shall require the written consent of students' parents/guardians. The Superintendent or designee shall provide information about the program, including the district's policy and procedures, to all high school students and their parents/guardians at the beginning of each school year. All informational materials provided for this purpose shall contain clear statements about how the program will be implemented, including, but not limited to, how students may be withdrawn from participation in the program.

(cf. 5145.6 – Parental Notifications)

Alcohol testing procedures shall ensure appropriate student privacy while maintaining the viability of the process.

Parents/guardians shall be notified after any positive test results are confirmed. Test results shall be kept separate from the student's other educational records.

(cf. 5125 – Student Records)

The Superintendent or designee shall provide training to principals, assistant principals, and district staff involved in implementing the district's alcohol testing program.

(cf. 4131 – Staff Development)

(cf. 4231 – Staff Development)

(cf. 4331 – Staff Development)

Legal Reference:

EDUCATION CODE

35160.5 District policy rules and regulations; requirements; matters subject to regulation

CALIFORNIA CONSTITUTION

Article 9, Section 5 Common school system



DEL ORO HIGH SCHOOL

HOME OF THE GOLDEN EAGLES

3301 Taylor Rd. Loomis, California 95650 • (916) 652-7243
E-mail: info@deloro.puhsd.k12.ca.us • Fax: 652-3706

Daniel T. Gayaldo
Principal

Chelsy Nauman
Assistant Principal

Trent Wilson
Assistant Principal

Michael Pappas
Assistant Principal

Geoff Broyles
Athletic Director

Del Oro High School Dance Contract

In order to promote a healthy, safe, enjoyable evening for all students, the following procedures will be in place for all Del Oro dances. All parents and students must read, understand, sign and return this agreement in order for students to buy tickets and/or attend any Del Oro dances.

This is a dance contract for all students currently attending Del Oro High School. This dance contract will only need to be submitted once during a student's high school career. However, any incomplete forms or forms suspected of being forged will NOT be accepted. Del Oro encourages families to discuss these rules together with their students and to copy this document for future reference.

PLEASE PRINT CLEARLY

Del Oro Student's Name: _____ Graduation Year: _____ ID #: _____

I _____ (student's name) AGREE TO REMAIN TOBACCO, DRUG, AND ALCOHOL FREE FOR ALL SCHOOL SPONCERED DANCES. I ACKNOWLEDGE THAT MY FAILURE TO COMPLY WITH THESE RULES MAY RESULT IN SCHOOL DISCIPLINARY ACTION SUCH AS WORK OPTION, SATURDAY SCHOOL, SUSPENSION UP TO 5 DAYS, OR EXPULSION (ALL UNDER ADMINISTRATION REVIEW). IN ADDITION, I UNDERSTAND MY FAILURE TO COMPLY MAY ALSO RESULT IN MY INELIGIBILITY FO C0-CURRICULAR AND EXTRA-CURRICULAR ACTIVITIES (ie. Athletics, band, cheer, dance team, drama, future school dances, senior activities, etc). I UNDERSTAND THAT THESE DANCES ARE SCHOOL RELATED EVENTS AND THAT ALL SCHOOL RULES APPLY. ALL STUDENTS WILL BE CHECKED FOR ILLEGAL, UNAUTHORIZED OR CONTROLLED SUBSTANCES PRIOR TO ENTRY TO THE DANCE AREA ALONG WITH A REQUIRED PARTICIPATION IN AN ALCOHOL SCREENING VIA AN ELECTRONIC SCREENING DEVICE. DANCE ATTENDES WILL BE HELD RESPOBSIBLE FOR ANY UNAUTHORIZED OBJECT OR FOR ANY ILLEGAL SUBSTANCE IN A VEHICLE. ALL VEHICLES ARE SUBJECT TO SEARCH.

Alcohol Screening- All students who attend dances will be required to participate in an alcohol screening via an electronic device. The students will blow into the device which determines a presence of any alcohol. Students who refuse to participate will not be allowed admittance and parents contacted. On the occasion of a positive result the administration along with a Placer County Sheriff will conduct an interview with the student to verify the positive result. If it is verified that student has consumed alcohol, parents will be contacted and required to pick up their student and result in school disciplinary actions listed in the Student Handbook.

Dancing Guidelines (applies on and off the dance floor): Lewd and lustful dancing such as "freaking" will result in a student being asked to leave the event, and will prevent them from attending the following Del Oro dance. School staff reserves the right to make decisions on suitable dance movements. Parents will be notified. Dancing guidelines include, but are not limited to:

- No straddling/interlocking legs
- No freaking, bending over, or grinding (where one or more dancers rub or bump their bodies against another person or object)
- No "making out" or prolonged public displays of affection
- Hands on waists or shoulders only

Dress Code for Semi-Formal Dances (homecoming, junior prom, senior ball):

Ladies:

- Strapless/spaghetti straps are allowed
- Dress/skirts must be of finger tip length or longer
- Avoid slit above the fingertips
- Avoid plunging necklines

DEL ORO TRADITION OF EXCELLENCE

ACADEMICS • ATHLETICS • ACTIVITIES • ACTIONS • ATTITUDE



DEL ORO HIGH SCHOOL

HOME OF THE GOLDEN EAGLES

3301 Taylor Rd. Loomis, California 95650 • (916) 652-7243
E-mail: info@deloro.puhsd.k12.ca.us • Fax: 652-3706

Daniel T. Gayaldo
Principal

Chelsy Nauman
Assistant Principal

Trent Wilson
Assistant Principal

Michael Pappas
Assistant Principal

Geoff Broyles
Athletic Director

- No "bathing suit" style tops
- Avoid fabric that inches upward with movement and is too tight-on-the-body
- Avoid busty tops and fringe bottoms that expose the upper thigh and buttocks
- Avoid exposure of the bust
- An appropriate side slide is one where the side panel does not overexpose midriff and covers the side of bust
- Avoid sheer fabrics
- Avoid zippered dresses that easily expose front or back
- Add spandex underneath to prevent exposing buttocks for finger tip length dresses

Gentlemen:

- Collared shirt / Tie (Prom and Senior Ball)
- Shirts must have sleeves
- Shirts must remain on at ALL times
- Dress pants or slacks, no jeans

Please note:

- *Students who are unsure if their attire meets dress code standards should get their outfits approved ahead of time. Please bring questionable attire to the leadership room after school on the Monday before a dance for approval. A picture of the attire on phones or computers does not provide accurate judgment on how the attire will fit.*
- *Students not meeting dress code standards will be asked to change or modify their outfit before being admitted into the dance.*
- *Once students are admitted into the dance, and then alter their attire in such a way as to make it violate the specified dress code standards, they will be removed from the dance. Parents will be notified.*
- *Students bringing a guest from another school are responsible for their guest's behavior and actions. If a guest is asked to leave, parents will be notified.*

Tickets:

- Trading or selling of tickets is not allowed.
- Tickets are non-transferable.
- Tickets are non-refundable past the last day of ticket sales.
- Each student must buy have their own bid.
- Each student must present their CURRENT ID CARD and ticket to get into the dance.

Other Dance Policies:

- No outside food or drink
- No gum or candy
- No lighters or matches
- No liquids
- No sharp objects
- No in and out privileges (once you leave, you can't come back)

Dance Times:

- All Dances run from 8pm-11pm.
- Doors close at 9pm.
- All students must be picked up before 11:30pm.

Denied entry into the dance will NOT be given refunds, and no refunds will be made for a student's removal from the dance.

Any forgery of signatures on this contract will result in the student not being able to attend dances for the remainder of the school year.

I have read and understand all rules and agree to abide by them. In addition, by signing below, I acknowledge, understand, and will accept the consequences for inappropriate behavior.

Student Name (print)

Student's Signature

As a parent/guardian, I understand that if my child is removed from a dance for any reason, I will be notified and may be responsible to pick-up my child from the dance. In addition, I agree to the school rules and the

DEL ORO TRADITION OF EXCELLENCE

ACADEMICS • ATHLETICS • ACTIVITIES • ACTIONS • ATTITUDE



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E-mail: info@deloro.puhsd.k12.ca.us • Fax: 652-3706

Daniel T.
Pir

Chelsy
Assistan

Trent
Assistan

Michae
Assistan

Geoff
Athletic

rules set forth in this dance contract. By signing below, I acknowledge, understand and support the school and school dance policies.

Parent/Guardian Name (print)

Parent/Guardian Signature

Phone Number (where parent can be reached during a dance)

DEL ORO TRADITION OF EXCELLENCE

ACADEMICS • ATHLETICS • ACTIVITIES • ACTIONS • ATTITUDE

Del Oro Student Handbook – 2016-2017

Dance Guidelines:

Dance Guidelines:

School policies concerning student behavior will be enforced at dances. Student and parents will review and sign the dance contract. Enforcement of the dress and dance codes is at the discretion of attending staff. Dance dress code is comparable to Del Oro Dress Code. Any student violating the dress code will be asked to change and/or leave the dance. The following guidelines are intended to promote a social environment in which all students and adults feel safe and comfortable.

1. Prior to entry into the dance students may be required to participate in an alcohol screening. Refusal to participate will prevent the student from entering the dance.

2. Students shall remain inside until the dance is over or they decide to leave. Anyone leaving will not be permitted to return.

3. Doors will close one hour after a school dance begins unless otherwise indicated by the administration.

4. All students must have a student picture I.D. card or Student Body card and show it to the person in charge at the door in order to be admitted to the dance.

5. Students are to dance appropriately for a high school setting. Students who are dancing inappropriately will be removed from the dance, their parents will be contacted, they will receive school discipline, and they may not be allowed to attend the next dance. On a second offense the student will be removed from the dance and will not be allowed to attend school dances for the remainder of the school year.

6. Students found under the influence or in possession of illegal substances will be removed from the dance and parents informed. Administration will make decision about suspension, expulsion based on the circumstance. Law enforcement may be contacted and citations given to the student. Guests will only be allowed at Homecoming, Sadie's, Jr. Prom, & Senior Ball. You must first purchase your bid (admission ticket) to the dance prior to obtaining your guest pass from the Student Services office. Guests may not be older than 20 years of age. Guests will be required to get pre-approval to attend from school administration.

7. Students must be in attendance the day of the dance or the day prior to the dance (Prom and Homecoming)

Child Abuse and Neglect Law Enforcement Referral Process, Training and Coordination with the Placer County Children’s System of Care

Findings:

The Grand Jury found that:

- F1. Sworn personnel and dispatchers in all five law enforcement agencies receive mandatory reporting and investigation training regarding child abuse/neglect.
- F2. All five law enforcement agencies work closely with the Placer County Children’s System of Care in the reporting and investigation of child abuse/neglect allegations.
- F3. All agencies have a cooperative working relationship and coordination of child abuse/neglect reporting and investigation. This is reflected in the establishment of the Multi-Disciplinary Interview Center and Suspected Child Abuse and Neglect Team. This enhances the effectiveness and efficiency of child abuse/neglect reporting and investigation.
- F4. The Grand Jury was unable to verify that the agencies provide training for volunteers related to child abuse/neglect reporting.

Recommendations

The Grand Jury recommends that:

- R1. All five law enforcement agencies establish written policies and procedures for all non-sworn and volunteer personnel regarding child abuse/neglect reporting.
- R2. The law enforcement agencies ensure that all new and current volunteers and staff have received training on child abuse/neglect reporting.

Request for Responses:

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. John Ruffcorn Public Safety Director, City of Auburn 1215 Lincoln Way Auburn CA 95603	R1, R2	August 31, 2016

Findings and Recommendations
From
Placer County Grand Jury 2015-2016 Final Report

Mr. Rex Marks **R1, R2** **August 31, 2016**
Police Chief, City of Lincoln
770 7th Street
Lincoln CA 95648

Mr. Edward Bonner **R1, R2** **August 31, 2016**
Placer County Sheriff-Coroner-Marshal
2929 Richardson Drive
Auburn CA 95603

Mr. Ron Lawrence **R1, R2** **August 31, 2016**
Police Chief, City of Rocklin
4080 Rocklin Road
Rocklin CA 95677

Mr. Daniel Hahn **R1, R2** **August 31, 2016**
Police Chief, City of Roseville
1051 Junction Blvd.
Roseville CA 95678

Copies sent to:

Mr. Jeff Brown
Director of Health and Human Services
3091 County Center Drive #290
Auburn CA 95603

Ms. Twylia Abrahamson
Children's System of Care
11716 Enterprise Drive
Auburn CA 95603

AUBURN DEPARTMENT OF PUBLIC SAFETY

JOHN F. RUFFCORN | PUBLIC SAFETY DIRECTOR
1215 LINCOLN WAY | AUBURN, CALIFORNIA 95603
PHONE (530) 823-4237 EXT. 201 | FAX (530) 823-4224



INFO/NON-EMERGENCY	823-4234
ADMINISTRATION	823-4237 EXT. 203
INVESTIGATIONS	823-4237 EXT. 221
OPERATIONS	823-4237 EXT. 205
RECORDS	823-4237 EXT. 218
FIRE NON-EMERGENCY	823-4211 EXT. 180

The Honorable Colleen M. Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

Re: 2015-2016 Placer County Grand Jury Report-Child Abuse and Neglect

Dear Honorable Judge Nichols,

I would like to thank you and the Placer County Grand Jury for their continued efforts with the annual inspections of the Auburn Police Department, and I am pleased to submit my response to their final report. I have carefully reviewed the findings and recommendations and I am pleased to provide you with the following response:

FINDINGS

I **agree** with the following findings of the Placer County Grand Jury in regards to the holding facility and police department:

- F1) Sworn personnel and dispatchers at the Auburn Police Department (APD) receive mandatory reporting and investigation training regarding child abuse/neglect.
- F2) APD works closely with the Placer County Children's System of Care in the reporting and investigation of child abuse/neglect allegations.
- F3) APD does have a cooperative working relationship and coordination of child abuse/neglect reporting and investigation. This is reflected in the establishment of the Multi-Disciplinary Interview Center and Suspected Child Abuse and Neglect Team. This enhances the effectiveness and efficiency of child abuse/neglect reporting and investigation.

In regard to Finding F4, I do not **disagree** with the Placer County Grand Jury, but I do not know how this applies to APD:

F4) The Grand Jury was unable to verify that APD provides training for volunteers related to child abuse/neglect reporting.

RECOMMENDATIONS

R1)APD establish written policies and procedures for all non-sworn and volunteer personnel regarding child abuse/neglect reporting.

Response 1) Currently, the only non-sworn employees that would be involved in child abuse/neglect protocol would be our dispatchers, our community service officer, and our manager of records. Each of those employees are guided by the same policies and procedures and job specific training requirements as our sworn staff.

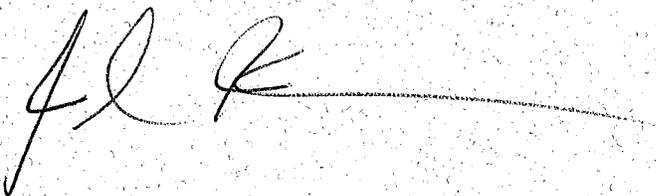
Currently, the only volunteers that are exposed to the child abuse/neglect protocol would be our reserve officers. Again, these volunteers are subject to the same policies and procedures and training requirements as our sworn staff. In addition, any civilian volunteer that would be exposed to the child abuse/neglect reporting protocol would be trained prior to any responsibilities being placed on them

R2)The Auburn Police Department should ensure that all new and current volunteers and staff have received training on child abuse/neglect reporting.

Response 2) APD will make sure that any volunteers, now or in the future, that have responsibilities in the child abuse/neglect reporting protocol will have the proper training.

I again would like to thank the 2015-2016 Placer County Grand Jury for its report on the annual inspection of the Auburn Police Department and the opportunity to respond to the findings and recommendations. If you have any feedback or additional questions, I would be more than happy to talk with you or respond through a written correspondence.

Sincerely,



John F. Ruffcorn, Public Safety Director (Acting City Manager)
City of Auburn

cc: Dr. Bill Kirby, Auburn City Mayor

OCT 06 2016

PLACER COUNTY
GRAND JURY

Response to Grand Jury Report Form

Report Title: Child Abuse
and Neglect

Report Date: June 23, 2016

Response By: Timothy
Harrigan

Title: Interim Chief of
Police

FINDINGS

- I (we) agree with the findings, numbered: F1-F4.
- I (we) disagree wholly or partially with the findings, numbered: _____.
(Describe here or attach a statement specifying any portions of the findings that are disputed or not applicable; include an explanation of the reasons therefore.)

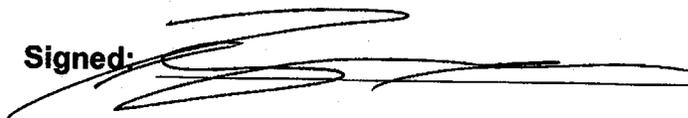
RECOMMENDATIONS

- Recommendations numbered R1 have been implemented.
(Describe here or attach a summary statement regarding the implemented actions.)
- Recommendations numbered R2 have not yet been implemented, but will be implemented in the future.
(Per Penal Code 933.05(b)(2), a time frame for implementation must be included. Describe here or in an attachment.)
- Recommendations numbered _____ require further analysis.
(Describe here or attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six (6) months from the date of publication of the grand jury report.)
- Recommendations numbered _____ will not be implemented because they are not warranted or are not reasonable.
(Describe here or attach an explanation.)

Date:

10/5/16

Signed:

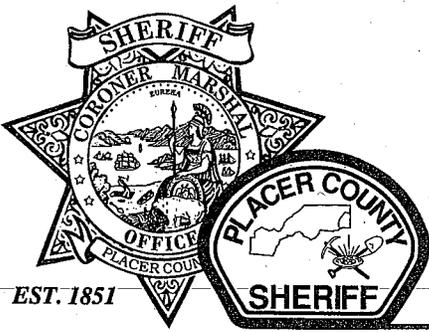


California Penal Code

Section 933.05

- (a) For purposes of subdivision (b) of Section 933, as to each grand jury finding, the responding person or entity shall indicate one of the following:
- (1) The respondent agrees with the finding.
 - (2) The respondent disagrees wholly or partially with the finding, in which case the response shall specify the portion of the finding that is disputed and shall include an explanation of the reasons therefore.
- (b) For purposes of subdivision (b) of Section 933, as to each grand jury recommendation, the responding person or entity shall report one of the following actions:
- (1) The recommendation has been implemented, with a summary regarding the implemented action.
 - (2) The recommendation has not yet been implemented, but will be implemented in the future, *with a timeframe for implementation*.
 - (3) The recommendation requires further analysis, with an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or head of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the grand jury report.
 - (4) The recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation therefore.
- (c) However, if a finding or recommendation of the grand jury addresses budgetary or personnel matters of a county agency or department headed by an elected officer, both the agency or department head and the board of supervisors shall respond if requested by the grand jury, but the response of the board of supervisors shall address only those budgetary or personnel matters over which it has some decision-making authority. The response of the elected agency or department head shall address all aspects of the findings or recommendations affecting his or her agency or department.
- (d) A grand jury may request a subject person or entity to come before the grand jury for the purpose of reading and discussing the findings of the grand jury report that relates to that person or entity in order to verify the accuracy of the findings prior to their release.
- (e) During an investigation, the grand jury shall meet with the subject of that investigation regarding the investigation, unless the court, either on its own determination or upon request of the foreperson of the grand jury, determines that such a meeting would be detrimental.
- (f) A grand jury shall provide to the affected agency a copy of the portion of the grand jury report relating to that person or entity two working days prior to its public release and after the approval of the presiding judge. No officer, agency, department, or governing body of a public agency shall disclose any contents of the report prior to the public release of the final report.

Number of pages attached 4.



PLACER COUNTY
SHERIFF
CORONER-MARSHAL



MAIN OFFICE
2929 RICHARDSON DR.
AUBURN, CA 95603
PH: (530) 889-7800 FAX: (530) 889-7899

TAHOE SUBSTATION
DRAWER 1710
TAHOE CITY, CA 96145
PH: (530) 581-6300 FAX: (530) 581-6377

EDWARD N. BONNER
SHERIFF-CORONER-MARSHAL

RECEIVED

DEVON BELL
UNDERSHERIFF

August 10, 2016

AUG 16 2016

PLACER COUNTY
GRAND JURY

The Honorable Colleen Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

Re: Response to the 2015-16 Grand Jury Final Report – Child Abuse and Neglect

Dear Judge Nichols:

After careful review of the findings and recommendations of the Placer County Grand Jury, I am pleased to submit the following responses to the 2015-16 Grand Jury Final Report – Child Abuse and Neglect.

FINDINGS

I agree with the findings, numbered F1, F2, F3 & F4.

- **F1.** Sworn personnel and dispatchers in all five law enforcement agencies receive mandatory reporting and investigation training regarding child abuse/neglect.
- **F2.** All five law enforcement agencies work closely with the Placer County Children’s System of Care in the reporting and investigation of child abuse/neglect allegations.
- **F3.** All agencies have a cooperative working relationship and coordination of child abuse/neglect reporting and investigation. This is reflected in the establishment of the Multi-Disciplinary Interview Center and Suspected Child Abuse and Neglect Team. This enhances the effectiveness and efficiency of child abuse/neglect reporting and investigation.
- **F4.** The Grand Jury was unable to verify that the agencies provide training for volunteers related to child abuse/neglect reporting.

RECOMMENDATIONS

- **R1.** All five law enforcement agencies establish written policies and procedures for all non-sworn and volunteer personnel regarding child abuse/neglect reporting.
- **R2.** The law enforcement agencies ensure that all new and current volunteers and staff have received training on child abuse/neglect reporting.

Response: Recommendations R1 & R2 have not yet been implemented, but will be implemented in the future. While not required by law, we agree that all non-sworn and volunteer Sheriff’s personnel should receive appropriate training on child abuse and neglect reporting. The Sheriff’s

Office will establish policies and procedures and provide this training through a web-based module. This recommendation will be implemented within the next 12 months.

I wish to thank the members of the 2015-16 Placer County Grand Jury for their dedication to the community, and for their work during the past year.

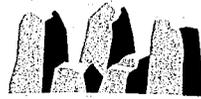
Sincerely,



Edward N. Bonner
Sheriff-Coroner-Marshal

C: Board of Supervisors
David Boesch, Placer County Executive Officer
Gerald O. Carden, Placer County Counsel
Sharon Stanners, Foreperson of the Placer County Grand Jury

Cities



ROCKLIN
CALIFORNIA

Rec'd
8/11/16 JAK

August 9, 2016

Placer County Grand Jury
11532 B Avenue
Auburn, CA 95603

RE: Response to Grand Jury's Child Abuse and Neglect Report

The following is the response from the Rocklin Police Department to the Findings and Recommendations in the Placer County Grand Jury's *Child Abuse and Neglect Report* dated June 23rd, 2016.

Grand Jury Findings

(R1 – page 8): All five law enforcement agencies establish written policies and procedures for all non-sworn and volunteer personnel regarding child abuse/neglect reporting.

- The Rocklin Police Department agrees with the findings numbered R1 (page 8). Child welfare is vital to any civilized society and all of the organization's employees recognize their role in the detection and prevention of child abuse and neglect. Within the next 180 days the Police Department will be analyze and modify policy regarding *Child Abuse, Notification Procedure, and Training* to add volunteers as a group to be trained. The modification will include the requirement for appropriate training of volunteers. This will ensure that each employee and volunteer will have knowledge on policy-mandated reporting.

(R2 – page 8): The law enforcement agencies ensure that all new and current volunteers and staff have received training on child abuse/neglect reporting.

- The Rocklin Police Department agrees with the findings numbered R2 (page 8). Within 180 days, the Police Rocklin Department will provide required training for all new and current volunteers and any untrained staff on child/abuse/neglect reporting.

Thank you for this opportunity to respond to the Placer County Grand Jury's *Child Abuse and Neglect Report*. If you or the Grand Jury members have any questions, please feel free to contact me.

Sincerely,

GREG JANDA
Mayor – City of Rocklin

cc: Ricky Horst, City Manager – City of Rocklin
Placer County Presiding Judge Colleen Nichols

GJ: lah

GREG JANDA, Mayor
CITY OF ROCKLIN: 3970 Rocklin Rd. Rocklin, CA 95677
O. 916.625.5560 | C. 916.577.1042 | greg.janda@rocklin.ca.us

RESPONSE TO GRAND JURY REPORT

Report Title: Child Abuse and Neglect

Report Date: June 23, 2016

Response by: Ron Lawrence Title: Chief of Police

FINDINGS

1. I (we) agree with the findings numbered: R1, R2
2. I (we) disagree wholly or partially with the findings numbered: _____

RECOMMENDATIONS

1. Recommendations numbered _____ have been implemented.
2. Recommendations numbered R1, R2 have not yet been implemented, but will be implemented in the future.

R1 – See attached.

R2 – See attached.
3. Recommendations numbered _____ require further analysis.
4. Recommendations numbered _____ will not be implemented because they are not warranted or are not reasonable.

Date: 7-6-16

Signed: _____

Number of pages attached: 2 (TWB)



Roseville Police Department

1051 Junction Blvd.
Roseville, CA 95678

Daniel Hahn, Chief of Police

RECEIVED

AUG 30 2016

**PLACER COUNTY
GRAND JURY**

Placer County Grand Jury
11532 B Avenue
Auburn, CA 95603

August 17, 2016

Re: 2015-2016 Placer County Grand Jury Report-Child Abuse and Neglect

Dear Placer County Grand Jury,

I would like to thank the Placer County Grand Jury for your continued dedication to the citizens of Placer County. I am pleased to submit my response to the Grand Jury report.

RECOMMENDATIONS

R1. All five law enforcement agencies establish written policies and procedures for all non-sworn and volunteer personnel regarding child abuse/neglect reporting.

Response 1. The Roseville Police Department currently has a policy regarding child abuse/neglect reporting for all members of the Roseville Police Department. This includes all non-sworn and volunteer personnel.

R2. The law enforcement agencies ensure that all new and current volunteers and staff have received training on child abuse/neglect reporting.

Response 2. Many members of the Roseville Police Department receive child abuse/neglect training through initial academy training programs (i.e. Police Officers and Animal Control Officers). We are currently implementing ongoing child abuse/neglect training for every member of the Roseville Police Department which includes non-sworn and volunteer personnel.

The Roseville Police Department is dedicated to protecting the most vulnerable in our community, children, and appreciates the Placer County Grand Jury's interest in this area.

I again would like to thank the 2015-2016 Placer County Grand Jury for its report and service to the City of Roseville. If there is any additional information I can provide, I would be happy to speak with you or respond in writing.

Sincerely,

Daniel Hahn, Chief of Police
City of Roseville

Closing our Libraries

A Look at Recent Library Decisions

Findings

- F1. Other than rent for the Meadow Vista facility, no substantial money will be saved by closing these two libraries.
- F2. County property tax revenue is increasing as the County recovers from the recent recession.
- F3. Decreased hours at the Loomis Library have restricted citizen usage.
- F4. Loomis and Meadow Vista citizens are actively exploring options in order to retain their libraries and accompanying services.
- F5. Residents of the Town of Loomis value their library services to the extent they have proposed a ballot measure to increase local sales tax to keep their library.
- F6. Loomis and Meadow Vista residents' needs regarding library services were not addressed. These communities were not included in the community conversations as conducted by the Placer County Library Services consultants.
- F7. Both communities conducted their own surveys to address their needs and concerns. The majority of survey participants in each community indicated support to keep libraries open (See Attachments A and B).

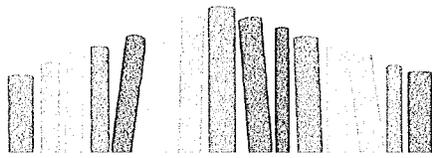
Recommendations

Since the closure date for these libraries is June 2016, no Grand Jury recommendation will have a bearing on these closures. However, going forward, prior to closing any additional libraries, the Grand Jury recommends:

- R1. Placer County Library Services make the wants and needs of each community a major priority.
- R2. Placer County Library Services revise the strategic plan to reflect those wants and needs of the affected communities rather than, "moving beyond an interconnected system of small 'town' libraries to a fully independent network of County library service outlets."
- R3. At least six months prior to proposing a library closure the Placer County Library Services must hold local public forums and perform input surveys in *every* affected community.
- R4. The Supervisor of the impacted district should solicit input from their constituents prior to making library decisions.

Request for Responses

	<u>Recommendations Requiring Response</u>	<u>September Due Date</u>
Ms. Mary George Director of Library Services 350 Nevada Street Auburn CA 95603	R1, R2, R3	August 31, 2016
Placer County Board of Supervisors 175 Fulweiler Avenue Auburn CA 95603	R4	September 30, 2016



PLACER COUNTY LIBRARY

Applegate Library • Auburn Library • Bookmobile • Colfax Library • Foresthill Library • Granite Bay Library
Kings Beach Library • Loomis Library • Meadow Vista Library • Penryn Library • Rocklin Library • Tahoe City Library

August 4, 2016

Placer County Grand Jury
11532 B Avenue
Auburn, CA 95603

RECEIVED

SEP 19 2016

**PLACER COUNTY
GRAND JURY**

Re: 2015-16 Grand Jury Final Report – *Closing Our Libraries: A Look at Recent Library Decisions*

To Whom It May Concern:

This letter is in response to the 2015-16 Grand Jury's Findings & Recommendations from the report titled *Closing Our Libraries: A Look at Recent Library Decisions*. The Library Services Department would like to thank the members of the 2015-16 Grand Jury for their efforts.

Findings of the Grand Jury

- I (we) agree with the findings, numbered: F2, F3, F4, F5, F7
- I (we) disagree wholly or partially with the findings, numbered: F1, F6.

(F1) Other than rent for the Meadow Vista Library, no substantial money will be saved by closing these two libraries

We disagree partially with the finding numbered (F1). Library administration has been consistently candid regarding the need to shift Loomis and Meadow Vista Library resources to other libraries in the system. Shifting (not saving) resources will help to reduce a budgetary structural deficit in the library fund and help to reverse the deterioration of services. Budget shortfalls for the past eight years have forced the library to dip into reserves to maintain services throughout the county. The use of reserves to cover operational costs has caused the entire system to fall behind in its ability to improve library infrastructure and facilities, offer customers desirable materials in various formats, provide adequately trained staff, and offer convenient branch hours. The flat budgeting has also hindered the library's ability to add new technologies such as e-resources and increased broadband Internet. Closing the Loomis and Meadow Vista Libraries does not create a sustainable library budget or solve the library's budgetary structural deficit. The closures do, however, shift resources that help reduce system-wide costs, stabilize the staffing, and provide resources to libraries in the system where constituents are using the library most often.

Mary L. George, Director of Library Services

Library Administration • 350 Nevada St. • Auburn, CA 95603-3789

Telephone (530) 886-4551 • Fax (530) 886-4555

Email mgeorge@placer.ca.gov • Website www.placer.ca.gov/library

(F6) Loomis and Meadow Vista residents' needs regarding library services were not addressed. These communities were not included in the community conversations as conducted by the Placer County Library Services consultants.

We disagree wholly with the finding numbered (F6). Since 2011, long before the closures were recommended and considered, monthly discussions regarding the seriousness of the deficit in the library fund took place multiple times at Friends of the Library meetings in all the Placer County Library communities. Both the Loomis and Meadow Vista Friends of the Library were aware of the fiscal crisis and donated funds to the library budget to help offset the deficit. Additionally, since 2011, bi-monthly budget reports were issued and discussed in public at each Library Advisory Board meeting. Since determining that library closures may be necessary to stop the continued deterioration of the library system, the county has engaged the public on the issue and given concerned citizens the opportunity to discuss at numerous forums, public meetings, and presentations. In fact, the Board of Supervisors delayed action for over a year in order to allow closure opponents time and opportunity to fully develop alternate funding and operational plans.

In 2012, a consultant was contracted by the library to facilitate four community conversations to inform what would become the *Placer County Library Strategic Plan*. County library services are spread over 1,500 square miles from Granite Bay in South Placer to the North Shores of Lake Tahoe. The conversations were designed to discuss multiple library needs at one convenient geographic location. Meetings were held in Applegate, Foresthill, Kings Beach, and Rocklin. Members of the Applegate, Auburn, Colfax and Meadow Vista communities were encouraged to attend the community conversation held in Applegate. The Applegate and Meadow Vista Libraries are approximately three miles apart. Tahoe City patrons traveled to Kings Beach to participate in their conversation. The Granite Bay, Loomis, Penryn, and Rocklin communities were encouraged to attend the community conversation held in Rocklin. The Rocklin and Loomis Libraries are approximately three miles apart.

The community conversations were widely publicized by distributing flyers and postcards, with the Library Advisory Board, and at Friends of the Library meetings. Additionally, presentations regarding the library's strategic planning process were made by the Director of Library Services to the City of Auburn, the City of Colfax, the City of Rocklin and the Town of Loomis. Councilmembers were personally invited to attend an additional community conversation held in Auburn specifically for stakeholders including other county agencies, the Board of Supervisors, the County Executive, and the Friends of the Library.

Recommendations of the Grand Jury

(R1) Placer County Library Services make the wants and needs of each community a major priority.

- Recommendation numbered (R1) has been implemented and will continue to be implemented. The Placer County Library system is designed to react to the changing needs of its communities. Librarians are educated and trained to actively listen and respond to the wants and needs of both library users and non-users. A librarian's value is rooted in a vision of service; a covenant to provide all people access to information whether those people are visitors to Placer County, permanent residents, or tax payers. Libraries contribute significantly to the success of their communities and their communities are made up of any person who walks through the doors or visits virtually 24/7 through the library's website. Library services and the response to the community's wants and needs are limited only by the money allocated to the library's budget each

year whether the community has a brick and mortar library or not. In addition to library professionals, the Friends of the Library groups work toward generating community interest in the library's services & facilities. These groups meet regularly in communities throughout the County.

(R2) Placer County Library Services revise the strategic plan to reflect those wants and needs of the affected communities rather than, "moving beyond an interconnected system of small "town" libraries to a fully independent network of County library service outlets."

- Recommendation numbered (R2) will not be implemented because it is not warranted or is not reasonable. The quote from the *Placer County Library Strategic Plan* should read, "Moving beyond an interconnected system of small "town" libraries to a fully interdependent (not independent) network of County library service outlets." This sentence is often misunderstood as the justification for recommending the closure of the Loomis and Meadow Vista libraries. Consolidating service outlets does not affect the interdependent relationship between these outlets. Permanently reducing the library's infrastructure helps to ease the impossible task of the library not having enough resources to maintain 11 libraries over 1,500 square miles. Library administration, with the support of the County Executive's Office, recommended to the Board of Supervisors a permanent change to the library infrastructure that in combination with additional property tax revenues and a County General Fund contribution would begin to mitigate the budgetary structural deficit and improve services to the community. The library will continue to work cooperatively with its stakeholders and the Board of Supervisors to seek and evaluate ways to deliver modern and sustainable library services.

(R3) At least six months prior to proposing a library closure that the Placer County Library Services must hold local public forums and perform input surveys in every affected community.

- Recommendation numbered (R3) has been partially implemented with more implementation to come in the near future. Placer County is committed to improving the level and quality of citizen engagement and to that end is working to develop a comprehensive strategy by December 2016 that outlines a more proactive philosophy, one that enables citizens to partner with the county and help inform the recommendations and decisions much earlier in the processes. One tool that the county is launching as of July 2016 to help with engagement, is a survey tool called Flashvote. Flashvote allows the county to issue stock surveys about things like communications, budget priorities, and the quality of area roads, among other things. It also allows for custom surveys, so departments such as the Library can seek input about potentially controversial projects or issues from residents to help inform the way ahead. Unlike other survey tools where the audience is randomly selected or self-nominated from receiving a link in our newsletter, this tool asks people to sign up to participate in all the surveys. Their pitch is simple: "Do you have one minute a month to help make Placer County better?" When people sign up, they receive an email asking for their participation in whatever survey the county is putting forth at that time, and they know it will only take a minute or two to participate. As a result, Flashvote has had excellent response rates. This can help give a voice to the silent majority who is often too busy to participate in the public process. It can also help staff better understand the needs and desires of the public served.

The library will utilize Flashvote and any other citizen engagement meeting or tool introduced by the county to inform the library community at least six months prior to proposing future library closures.

Sincerely,

A handwritten signature in cursive script, reading "Mary L. George", is written over a solid horizontal line.

Mary L. George
Director of Library Services

cc: Sharon Stanners, Foreperson of Placer County Grand Jury
Gerald O. Carden, Placer County Counsel

County of Placer Board of Supervisors

175 FULWEILER AVENUE
AUBURN, CALIFORNIA 95603
530/889-4010 • FAX: 530/889-4009
PLACER CO. TOLL FREE # 800-488-4308

JACK DURAN
District 1

ROBERT M. WEYGANDT
District 2

JIM HOLMES
District 3

KIRK UHLER
District 4

JENNIFER MONTGOMERY
District 5



September 13, 2016

The Honorable Colleen Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

Re: 2015-16 Grand Jury Final Report – *Closing Our Libraries*

Dear Judge Nichols,

This letter is in response to the 2015-16 Grand Jury's Findings & Recommendations from the report titled *Closing Our Libraries, A Look at Recent Library Decisions*. The Placer County Board of Supervisors would like to thank the members of the 2015-16 Grand Jury for their efforts associated with the Library.

Findings of the Grand Jury

Board of Supervisors Response: The Board of Supervisors agrees with the findings, numbered F2, F3, F4, F5, F7.

(F1) Other than rent for the Meadow Vista facility, no substantial money will be saved by closing these two libraries.

(F6) Loomis and Meadow Vista residents' needs regarding library services were not addressed. These communities were not included in the community conversations as conducted by the Placer County Library Services consultants.

Board of Supervisors Response: The Board of Supervisors disagrees partially or wholly with the findings, numbered F1, F6. Closing the Loomis and Meadow Vista Libraries was not intended to resolve the County Library's structural budgetary challenges. However, the closures do allow resources and staffing to be distributed throughout the County Library system, including libraries that remain open near the Loomis and Meadow Vista communities. In recognition of County Library budget sustainability challenges, the Board of Supervisors directed \$868,470 of County General Fund dollars to the County Library in the FY 2016-17 Proposed Budget.

The Board of Supervisors heard reports from County staff on April 7, 2015 regarding the County Library Strategic Plan and Department Challenges, and on May 19, 2015, regarding Countywide fiscal "Challenges and Choices" including the future of library services. As a result of discussions specific to the Loomis and Meadow Vista Library closures, on May 19, 2015, the Board provided an additional six months for the communities to provide proposals for continued operation. On December 8, 2015, the Board further extended the time period to June 2016 to allow both communities to complete discussions and develop comprehensive solutions. During this time, the Board directed County staff to work with both communities regarding future service delivery, including a Town of Loomis lease of the Loomis facility, and increased bookmobile or other mobile library services in Meadow Vista.

E-mail: bos@placer.ca.gov — Web: www.placer.ca.gov/bos

Recommendations of the Grand Jury

Since the closure date for these libraries is June 2016, no Grand Jury recommendation will have a bearing on these closures. However, going forward, prior to closing any additional libraries, the Grand Jury recommends:

(R4) The Supervisor of the impacted district should solicit input from their constituents prior to making library decisions.

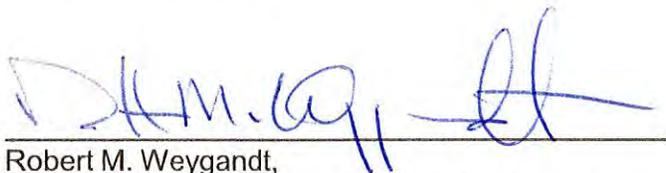
Board of Supervisors Response: This recommendation has been implemented. Constituent input was vital to the County's decision-making process. At Board member direction County staff were deeply engaged with constituents from early 2015 through June of 2016. Staff engaged in dozens of outreach efforts over hundreds of hours including Municipal Advisory Council (MAC) presentations, MAC subcommittee meetings, town council meetings, Friends of the Library meetings, conducting constituent surveys, and individual conversations with Board members.

Regarding the actual closure dates, both libraries remained open well past June 2016 to allow the Summer Reading program to be completed. The Loomis Library remained open through July, 2016, while the Meadow Vista Library remained open through August, 2016. The Board of Supervisors will continue to receive input from our constituents through regular public Board meetings. It should also be noted that the County continues to expand opportunities for direct engagement so that citizens may provide vital input across a variety of County services.

The Placer County Board of Supervisors appreciates the work of the 2015-16 Placer County Grand Jury.

Sincerely,

COUNTY OF PLACER



Robert M. Weygandt,
Chairman, Placer County Board of Supervisors

cc: David Boesch, CEO
Sharon Stanners, Foreperson of Placer County Grand Jury
Gerald O. Carden, Placer County Counsel

Homelessness in Placer County

Developing a Long Term Strategy

Findings

- F1. Placer County has done a good job in soliciting and gathering input from homeless individuals, general public, homeless advocates, city and county governmental agencies.
- F2. This process began in 2004 with the *Ten-Year Plan to End Homelessness In Placer County* and continues today without a stated strategy for resolution.
- F3. The counting of the homeless occurs one day every two years. This methodology is inadequate due to the mobility of the homeless, difficulty locating them, and possible duplicate counting of individuals.
- F4. There is insufficient affordable housing available throughout the county.
- F5. Due to the various circumstances affecting the homeless population there is no simple solution to meet all the needs and concerns in Placer County.
- F6. It is unlikely that any decision related to the location of a homeless shelter will satisfy all concerned.

Recommendations

The Grand Jury recommends that:

- R1. Placer County adopt and implement a comprehensive long-term strategy to address the needs of the homeless, including shelter, before the close of Fiscal Year 2016-2017.
- R2. Placer County continue to work with the various stakeholders (municipalities, county, private agencies, medical facilities, etc.) to develop a wide range of innovative and proven services addressing the cycle of homelessness.
- R3. Placer County continue to support the public-private partnerships that provide services for the homeless in the County.
- R4. Placer County continue to work with citizens that have concerns about the issues that accompany homeless individuals.

Request For Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Jeff Brown Director, Health and Human Services 3091 County Center Drive #290 Auburn, CA 95603	R1 – R4	August 31, 2016
Mr. David Boesch Placer County CEO 175 Fulweiler Ave Auburn, CA 95603	R1 – R4	August 31, 2016

Copies sent to:

Placer County Board of Supervisors
175 Fulweiler Ave
Auburn, CA 95603

Mr. Tim Rundel
Auburn City Manager
1225 Lincoln Way
Auburn, CA 95603

Mr. Ricky A. Horst
Rocklin City Manager
3970 Rocklin Road
Rocklin, CA 95677

Mr. Rob Jensen
Acting Roseville City Manager
311 Vernon Street
Roseville, CA 95678

August 26, 2016

The Honorable Colleen Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

RECEIVED

SEP 01 2016

PLACER COUNTY
GRAND JURY

Re: 2015-2016 Grand Jury Final Report – Homelessness in Placer County

Dear Judge Nichols,

This letter is in response to the 2015-2016 Grand Jury's Finding and Recommendations from the report titled "*Homelessness in Placer County*". The Department of Health and Human Services would like to thank the members of the 2015-2016 Grand Jury for their efforts in researching homelessness in Placer County, as well as making recommendations to better address this significant social issue.

Our department respectfully submits the following as a response to this important report.

FINDINGS

We agree with the findings, numbered F1, F4, F5 and F6

We disagree partially with the findings, numbered F2 and F3

F2 – This process began in 2004 with the *Ten-Year Plan to End Homelessness in Placer County* and continues today without a stated strategy for resolution.

While Placer County's initial *Ten-Year Plan to End Homelessness* completed in 2004 was not fully implemented, it was successful in accessing federal grants to expand safety net services, including emergency shelter and permanent, supported housing beds, and the creation of a regional continuum of care in conjunction with Nevada County. However, similar to other rural and urban areas across the nation, it has not been successful in fully eliminating homelessness. The Plan remains a guide, outlining strategies that would end homelessness. Strides continue to be made toward ending homelessness with more vital parties becoming involved.

While the total number of homeless individuals as measured by the Biannual Homeless Point-In-Time Count remains close to 600 countywide, significant reductions in homeless families and veterans have been noted over the past five years. However, the numbers of chronically homeless individuals has steadily increased. As a result in 2014, the County employed a nationally recognized, homeless consultant, Dr. Robert Marbut, to make a number of recommendations to strengthen our County's homeless service efforts. The County continues to build upon Dr. Marbut's recommendations, and is engaged in a planning effort to develop additional strategies to better serve our county's homeless population.

F3 – The counting of the homeless occurs one day every two years. This methodology is inadequate due to the mobility of the homeless, difficulty locating them, and possible duplicate counting of individuals.

While the U.S. Department of Housing and Urban Development's (HUD) Biannual Point-In-Time Count methodology has limitations, it is a universal measure employed by continua of care across the nation and is an important tool to establish the magnitude of homelessness within a community. Other local data include safety net service utilization from our county's Homeless Management Information System. However, this information only includes homeless individuals who actually use local services, a subset of the total local homeless population. Data from both sources are helpful to measure progress in decreasing homelessness, and aid in planning efforts to identify strengths and reduce gaps in our county's current homeless assistance system.

RECOMMENDATIONS

Recommendation numbered R1, has not yet been implemented.

R1 - Placer County adopt and implement a comprehensive long term strategy to address the needs of the homeless, including shelter, before the close of Fiscal Year 2016-2017.

Placer County Health and Human Services, in conjunction with the Homeless Resource Council of the Sierras, is in the process of conducting a planning effort to develop a long-term strategy to address homelessness in Placer County. It currently has engaged four separate groups to explore the expansion of the County's Homeless Management Information System, the development of 24/7 shelter, supports and service centers and the development of permanent supportive housing options for homeless individuals. The results of these planning efforts will be shared with the Board of Supervisors in Spring 2017.

Recommendations numbered R2, R3 and R4 have been implemented.

R2 – Placer County continue to work with the various stakeholders (municipalities, county private agencies, medical facilities, etc.) to develop a wide range of innovative and proven services addressing the cycle of homelessness.

Placer County will continue to work with its engaged stakeholder group, including representatives from local cities, Sutter Hospitals, local community health centers, substance use disorder treatment providers and safety net service providers. If funded through either the federal Medicaid 1115 Waiver Whole Person Care grant and/or Mental Health Services Act Innovation funding, it will coordinate efforts across our local continuum to provide treatment services and housing to serious mentally ill homeless individuals who are frequent utilizers of government and/or hospital services.

R3 – Placer County continue to support the public – private partnerships that provide services for the homeless in the County.

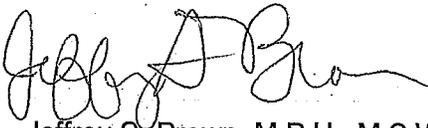
Placer County will continue to coordinate program efforts with homeless safety net providers, public safety agencies, local cities, faith-based organizations, medical providers and other key stakeholders. It will support the efforts of the County's Homeless Continuum of Care, led by the Homeless Resource Council of the Sierras.

It will also work to support efforts to promote and expand housing opportunities for the homeless, as well as other low-income individuals and families. In addition, the County, community providers, Social Security Administration and California Department of Health Care Services will continue to work together to implement SOAR (Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI), Outreach, Access, and Recovery) to increase access to SSI and SSDI benefits for people who are homeless.

R-4 – Placer County continue to work with citizens that have concerns about the issues that accompany homeless individuals.

Placer County will continue to solicit input into the operation of existing homeless service programs and planning of new programs. It will hold quarterly meetings during the fiscal year in North Auburn to continue to share information and gather neighborhood feedback regarding the temporary homeless shelter located at the Placer County Government Center. It will also solicit input from key stakeholders and local residents as part of its on-going planning processes as described above.

Sincerely,



Jeffrey S. Brown, M.P.H., M.S.W.
Health and Human Services Department Director

cc: Sharon Stanner, Foreperson of Placer County Grand Jury
Gerald O. Carden, Placer County Counsel

August 29, 2016

The Honorable Colleen Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

Re: 2015-2016 Grand Jury Final Report – Homelessness in Placer County

Dear Honorable Judge Nichols,

This letter is in response to the 2015-2016 Grand Jury's Findings and Recommendations from the report titled "*Homelessness in Placer County*". On behalf of Placer County and the County Executive Office, I would like to thank the members of the 2015-2016 Grand Jury for their efforts in researching homelessness in Placer County, as well as making recommendations to better address this significant social issue.

The County Executive Office respectfully submits the following as a response to this important report.

Findings of the Grand Jury

F1. Placer County has done a good job in soliciting and gathering input from homeless individuals, general public, homeless advocates, city and county governmental agencies.

County Executive Office Response: The County Executive Office agrees with this finding.

F2. This process began in 2004 with the *Ten-Year Plan to End Homelessness In Placer County* and continues today without a stated strategy for resolution.

County Executive Office Response: The County Executive Office disagrees to some extent with this finding.

The County's *Ten-Year Plan to End Homelessness* was successful in accessing federal grants to expand safety net services in Placer County, including emergency shelter and permanent, supportive housing beds, and the creation of a regional

continuum of care in conjunction with Nevada County. Placer has experienced similar challenges faced in other jurisdictions. While the plan outlines various strategies, homelessness has not been fully eliminated. Strides continue to be made toward ending homelessness and engaging additional community partners.

The total number of homeless individuals as measured by the Biannual Homeless Point-In-Time Count remains close to 600 and notes significant reductions in homeless families and veterans over the past five years, along with a steady increase in chronically homeless individuals. In 2014, the County employed a nationally recognized homeless consultant, Dr. Robert Marbut, to make a number of recommendations to strengthen our County's homeless service efforts. The County continues to build upon Dr. Marbut's recommendations and is engaged in a planning effort on additional strategies to better serve our County's homeless population.

F3. The counting of the homeless occurs one day every two years. This methodology is inadequate due to the mobility of the homeless, difficulty locating them, and possible duplicate counting of individuals.

County Executive Office Response: The County Executive Office disagrees to some extent with this finding.

The U.S. Department of Housing and Urban Development's (HUD) Biannual Point-In-Time Count methodology is an approach applied across the nation and is an important tool to establish the magnitude of homelessness within a community. Other local data include safety net service utilization from our county's Homeless Management Information System. Data from both sources are helpful to measure progress in decreasing homelessness and aid in planning efforts to identify strengths and reduce gaps in our County's current homeless assistance system. Conducting the count on the same day actually minimizes duplicate counting of individuals.

F4. There is insufficient affordable housing available throughout the county.

County Executive Office Response: The County Executive Office agrees with this finding.

F5. Due to various circumstances affecting the homeless population there is no simple solution to meet all the needs and concerns in Placer County

County Executive Office Response: The County Executive Office agrees with this finding.

F6. It is unlikely that any decision related to the location of a homeless shelter will satisfy all concerned.

County Executive Office Response: The County Executive Office agrees with this finding.

Recommendations of the Grand Jury

R1 - Placer County adopt and implement a comprehensive long term strategy to address the needs of the homeless, including shelter, before the close of Fiscal Year 2016-2017.

County Executive Office Response: This recommendation has not yet been implemented. Placer County Health and Human Services, in conjunction with the Homeless Resource Council of the Sierras, is in the process of conducting a planning effort to develop a long-term strategy to address homelessness in Placer County. It currently has engaged four separate groups to explore the expansion of the County's Homeless Management Information System, the development of 24/7 shelter, supports and service centers and the development of permanent supportive housing options for homeless individuals. The result of this planning effort is expected to be presented to the Board of Supervisors in spring 2017. In the meantime, the County continues to fund homeless shelter operations at a temporary location on the Placer County Government Center campus and works closely with other jurisdictions and non-profit organizations in South Placer County and Eastern Placer County to address homelessness.

R2 – Placer County continue to work with the various stakeholders (municipalities, county private agencies, medical facilities, etc.) to develop a wide range of innovative and proven services addressing the cycle of homelessness.

County Executive Office Response: This recommendation has been implemented. Placer County will continue to work with its engaged stakeholder group, including representatives from local cities, Sutter Hospitals, local community health centers, substance use disorder treatment providers and safety net service providers. If funded through either the federal Medicaid 1115 Waiver Whole Person Care grant and/or Mental Health Services Act Innovation funding, Placer County will coordinate efforts to provide treatment services and housing to serious mentally ill homeless individuals who are frequent utilizers of government and/or hospital services.

R3 – Placer County continue to support the public – private partnerships that provide services for the homeless in the County.

County Executive Office Response: This recommendation has been implemented. Placer County will continue to coordinate program efforts with all homeless safety net

providers, public safety agencies, local cities, faith-based organizations, medical providers and other key stakeholders. It will support the efforts of the County's Homeless Continuum of Care, led by the Homeless Resource Council of the Sierras.

It will also work to support efforts to promote and expand housing opportunities for the homeless, as well as other low-income individuals and families. In addition, the County, community providers, Social Security Administration and California Department of Health Care Services will continue to work together to implement SOAR (Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI), Outreach, Access, and Recovery) to increase access to SSI and SSDI benefits for people who are homeless.

R-4 – Placer County continue to work with citizens that have concerns about the issues that accompany homeless individuals.

County Executive Office Response: This recommendation has been implemented. Placer County will continue to solicit input into the operation of existing homeless service programs and planning of new programs. It will hold quarterly meetings during the fiscal year in North Auburn to continue to share information and gather neighborhood feedback regarding the temporary homeless shelter located at the Placer County Government Center. It will also solicit input from key stakeholders and local residents as part of its on-going planning processes as described above.

Sincerely,

COUNTY OF PLACER



David Boesch
Placer County Executive Officer

cc: Jerry M. Henry, Foreperson of Placer County Grand Jury
Gerald O. Carden, Placer County Counsel

Incorporated Cities Code Enforcement Policies A Review of Policies and Procedures

City of Auburn

Findings

The Grand Jury found that:

- F1. Auburn has a defined process in the Municipal Code for handling code enforcement complaints.
- F2. Auburn has a written document defining their code enforcement procedures, which includes a method for tracking complaints through resolution.
- F3. Auburn has multiple methods for a citizen to lodge a complaint.
- F4. Auburn's procedure does not include following up with the complainant regarding the resolution.

Recommendations

The Grand Jury recommends that:

- R1. Auburn revise their code enforcement procedures to include measures to keep complainants informed about the resolution to their complaint.

Request for Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Tim Rundel Auburn City Manager 1225 Lincoln Way Auburn, CA 95603	R1	August 31, 2016

Copies sent to:

Dr. William Kirby
Mayor, City of Auburn
1225 Lincoln Way
Auburn, CA 95603

Ms. Bernie Schroeder
Director, Planning & Public Works
1225 Lincoln Way
Auburn, CA 95603

Ms. Jennifer Solomon
Code Enforcement Officer
1225 Lincoln Way
Auburn, CA 95603

City of Colfax

Findings

- F5. Colfax has a defined process in the Municipal Code for handling code enforcement complaints.
- F6. Colfax has informal procedures for tracking and dealing with code enforcement complaints. These procedures are not detailed in a written document.
- F7. Colfax has multiple methods for a citizen to lodge a complaint.
- F8. Colfax does not have a formal procedure to notify complainant of resolution.
- F9. At the time of this report, Colfax is implementing a web-based citizen reporting system.

Recommendations

The Grand Jury recommends that:

- R2. Colfax define their code enforcement procedures, including their tracking system, in a formal written document.
- R3. The written procedures, in R2, include measures to keep complainants informed about the resolution to their complaint.

Request for Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Mark Miller Colfax City Manager	R2, R3	August 31, 2016

PO Box 702
Colfax, CA 95713

Copies sent to:

Mr. Tom Parnham
Mayor, City of Colfax
PO Box 702
Colfax, CA 95713

Mr. Wes Heathcock
Director, Community Services
PO Box 702
Colfax, CA 95713

City of Lincoln

Findings

The Grand Jury found that:

- F10. Lincoln has a defined process in the Municipal Code for handling code enforcement complaints.
- F11. Lincoln utilizes an informal bullet list as their guidelines for dealing with code enforcement complaints.
- F12. Lincoln tracks complaints and actions in a spreadsheet, however it was not being kept current.
- F13. Lincoln has multiple methods for a citizen to lodge a complaint.
- F14. Lincoln does not have a formal procedure to notify complainant of resolution.

Recommendations

The Grand Jury recommends that:

- R4. Lincoln expand their informal bullet list to a formal written document that defines their code enforcement and their tracking log procedures.
- R5. Lincoln ensure that their written procedures address a process to keep the tracking log current.
- R6. The written code enforcement procedures include measures to keep complainant informed about the resolution to their complaint.

Request for Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Matthew Brower Lincoln City Manager 600 Sixth Street Lincoln, CA 95648	R4, R5, R6	August 31, 2016

Copies sent to:

Mr. Spencer Short
Mayor, City of Lincoln
600 Sixth Street
Lincoln, CA 95648

Mr. Mathew Wheeler
Director, Community Development
600 Sixth Street
Lincoln, CA 95648

Ms. Mary Bushnell
Code Enforcement Officer 2
600 Sixth Street
Lincoln, CA 95648

Town of Loomis

Findings

The Grand Jury found that:

- F15. Loomis has a defined process in the Municipal Code for handling code enforcement complaints.
- F16. Loomis has informal procedures for dealing with code enforcement complaints, but they are not detailed in a written document.
- F17. At this time residents of Loomis are limited to filing their complaint over the phone or in person at City Hall.
- F18. The Town of Loomis website does not explain how to file a complaint while the new system is under development.

F19. Loomis does not have a formal procedure to notify complainant of resolution.

Recommendations

The Grand Jury recommends that:

- R6. Loomis define their code enforcement procedures, including their tracking system, in a formal written document.
- R7. The written code enforcement procedures include measures to keep complainant informed about the resolution to their complaint.
- R8. Loomis include information on the website regarding how a citizen can file a complaint to report code violations.

Request for Responses	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Rick Angelocci Loomis Town Manager 3665 Taylor Road Loomis, CA 95650	R6, R7, R8	August 31, 2016

Copies sent to:

Mr. Brian Baker
Mayor, Town of Loomis
3665 Taylor Road
Loomis, CA 95650

Ms. Crickett Strook
Loomis Town Clerk
3665 Taylor Road
Loomis, CA 95650

Ms. Carol Parker
Loomis Administrative Clerk
3665 Taylor Road
Loomis, CA 95650

City of Rocklin

Findings

The Grand Jury found that:

- F20. Rocklin has a defined process and tracking system for handling code enforcement complaints.
- F21. Rocklin has informal procedures for dealing with code enforcement complaints, but they are not detailed in a written document.
- F22. Rocklin has multiple methods for a citizen to lodge a complaint.
- F23. Rocklin does not have a procedure to notify complainant of the resolution to their complaint.

Recommendations

The Grand Jury recommends:

- R9. Rocklin define their code enforcement procedures, including their tracking system, in a formal written document.
- R10. The written code enforcement procedures, in R9, include measures to keep complainant informed on the resolution to their complaint.

Request for Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Ricky A. Horst Rocklin City Manager 3970 Rocklin Road Rocklin, CA, 95677	R9, R10	August 31, 2016

Copies sent to:

Mr. Greg Janda
Mayor, City of Rocklin
3970 Rocklin Road
Rocklin, CA, 95677

Mr. Mark Mondell
Director, Economic & Community
Development
3970 Rocklin Road
Rocklin, CA, 95677

Ms. Sarah Novo
Code Enforcement Officer
3970 Rocklin Road
Rocklin, CA, 95677

City of Roseville

Findings

The Grand Jury found that:

- F24. Roseville has a very good process in place to manage code enforcement complaints, including a tracking system.
- F25. Roseville has an exceptional computer-based system to support code enforcement activities and accountability.
- F26. Roseville keeps complainant informed regarding the status of their complaint.

Recommendations

The Grand Jury has no recommendations for City of Roseville.

Request for Responses

	<u>Recommendations</u> <u>Requiring Response</u>	<u>Response Due Date</u>
Mr. Ray Kerridge Roseville City Manager 311 Vernon St. Roseville, CA 95678	No response is required.	

Copies sent to:

Ms. Carol Garcia

Mayor, City of Roseville
311 Vernon St.
Roseville, CA 9567

Mr. Kevin Payne

Director of Development Services
311 Vernon St.
Roseville, CA 9567

Mr. Paul Camilleri

Sr. Code Enforcement Inspector
311 Vernon St.
Roseville, CA 9567

City of **Auburn**

AF

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JUL 11 2016

**PLACER COUNTY
GRAND JURY**

1225 Lincoln Way, Auburn, CA 95603 • (530)823-4211 • FAX (530)885-5508
www.auburn.ca.gov

July 7, 2016

Placer County Grand Jury
Attn: Sharon Stanners (Foreperson)
11532 B Avenue
Auburn, CA 95603

Subject: 2015-2016 Grand Jury Final Report – Recommendation Response

Dear Ms. Stanners:

Thank you for taking the time to distribute the Grand Jury Report to City staff. It was beneficial to review the document, read about the surrounding cities and see that Auburn is on the right track.

As noted by the Grand Jury, our code enforcement procedure will now include additional information. After further in-house discussion and contacting the City of Roseville, City staff is taking additional steps to communicate with the complainants. With that said, we have revised our procedure when receiving new complaints.

It has always been the practice of the City to update our citizens when asked; however, for clarity, we will inform the complainant to check back with us for updates and/or final resolution. This simple change opens the door for communication with our community.

Sincerely,



Tim Rundel
City Manager

TR/jas

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AUG 30 2016

PLACER COUNTY
GRAND JURY

Response to Grand Jury Report Form

Report Title: Incorporated Cities Code Enforcement Policies

Report Date: June 23, 2016

Response By: John Schempf

Title: City Manager,
City of Colfax

FINDINGS

- I (we) agree with the findings, numbered: R2, R3.
- I (we) disagree wholly or partially with the findings, numbered: _____.

(Describe here or attach a statement specifying any portions of the findings that are disputed or not applicable; include an explanation of the reasons therefore.)

RECOMMENDATIONS

- Recommendations numbered _____ have been implemented.
- Recommendations numbered R2, R3 have not yet been implemented, but will be implemented in the future.

Staff is preparing written procedures for Code Enforcement which the City Council of the City of Colfax will review in the Fall of 2016.

- Recommendations numbered _____ require further analysis.

(Describe here or attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six (6) months from the date of publication of the grand jury report.)

- Recommendations numbered _____ will not be implemented because they are not warranted or are not reasonable.

(Describe here or attach an explanation.)

Date: 8/25/16

Signed: 

Number of pages attached 0.

August 31, 2016

The Honorable Colleen M. Nichols
Presiding Judge of the Superior Court
County of Placer
Roseville, CA 95661

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SEP 06 2016

PLACER COUNTY
GRAND JURY

Subject: Lincoln Response to 2015-2016 Grand Jury Final Report

Dear Judge Nichols:

The City of Lincoln has received the 2015-2016 Placer County Grand Jury Final Report, dated June 23, 2016. The Grand Jury Report included a review of Code Enforcement policies and procedures for incorporated cities within Placer County, which included the City of Lincoln. The Placer County Grand Jury provided general findings and conclusions for all cities investigated, as well as detailed findings and recommendations for the City of Lincoln. This transmittal is provided to you in response to the Placer County Grand Jury Final Report, as required.

The City of Lincoln agrees with the Grand Jury's Findings regarding:

- F10. Lincoln has a defined process in the Municipal Code for handling code enforcement complaints
- F11. Lincoln utilizes an informal bullet list as their guidelines for dealing with code enforcement complaints
- F13. Lincoln has multiple methods for a citizen to lodge a complaint
- F14. Lincoln does not have a formal procedure to notify complainant of resolution

The City of Lincoln disagrees with the Grand Jury's Finding regarding:

- F12. Lincoln tracks complaints and actions in a spreadsheet however it was not being kept current

Response: The City of Lincoln currently uses a software program (Permit City) since 2006 for its tracking system and maintains a current database for open case files and status. The Permit City software has limited capabilities for generating report trends for department and inter-department communication. Due to the software limitations, Code Enforcement occasionally uses a spreadsheet for reporting to department managers and City administration. The Community Development Department is currently updating its software to Accela, which will include improved Code Enforcement tracking and reporting capabilities.

City Hall, 600 Sixth Street, Lincoln, CA 95648

(916) 434-2400 www.lincolncalifornia.gov

City Manager's Office ♦ Community Development ♦ Engineering ♦ Fire
Library ♦ Recreation ♦ Police ♦ Public Services ♦ Support Services

Responses to Grand Jury recommendations

The Grand Jury recommends that:

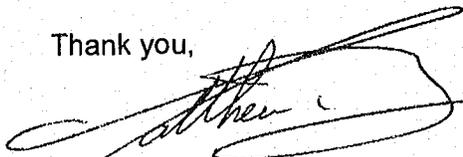
- R4. Lincoln expand their informal bullet list to a formal written document that defines their code enforcement and their tracking log procedures
- R5. Lincoln ensure that their written procedures address a process to keep the tracking log current
- R6. The written code enforcement procedures include measures to keep complainant informed about the resolution to their complaint

Response: The Community Development Department is preparing a Code Enforcement Policies and Procedure Manual (Manual) which incorporates the above recommendations from the Placer County Grand Jury. The Manual is anticipated to be completed and implemented for use by October 1, 2016. The Manual will be made available to the public via the City's website once completed. Topics included in the Manual include:

- Defining and detailing Code Enforcement procedures and tracking
- Reporting responsibilities of Code Enforcement Officer to management to ensure tracking logs are maintained current
- Defining measures and procedures for keeping complainants informed about status and resolution of their complaint

We trust that this response adequately addresses the Placer County Grand Jury's findings and recommendations for Code Enforcement policies and procedures in the City of Lincoln. Please don't hesitate to contact me if you have questions or would like to discuss.

Thank you,



Matthew Brower, City Manager
City of Lincoln

Cc: Placer County Grand Jury
Lincoln City Council Members
Matthew Wheeler, Lincoln Community Development Director
Mary Bushnell, Lincoln Code Enforcement Officer

Response to Grand Jury Report Form

Report Title: Placer County Grand Jury 2015-2016 Final Report

Report Date: June 23, 2016

Response By: Matthew Brower **Title:** Lincoln City Manager

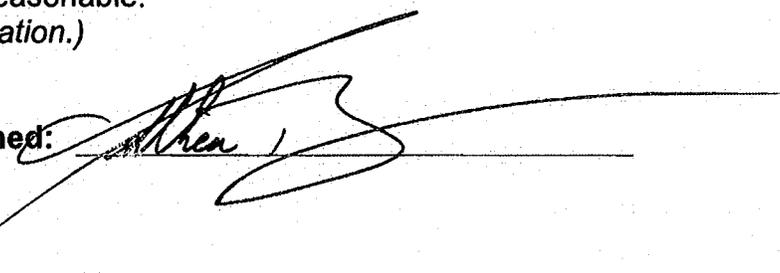
FINDINGS

- I (we) agree with the findings, numbered: F10, F11, F13, F14
- I (we) disagree wholly or partially with the findings, numbered: F12.
(Describe here or attach a statement specifying any portions of the findings that are disputed or not applicable; include an explanation of the reasons therefore.)

RECOMMENDATIONS

- Recommendations numbered _____ have been implemented.
(Describe here or attach a summary statement regarding the implemented actions.)
- Recommendations numbered R4, R5, R6 have not yet been implemented, but will be implemented in the future.
(Per Penal Code 933.05(b)(2), a time frame for implementation must be included. Describe here or in an attachment.)
- Recommendations numbered _____ require further analysis.
(Describe here or attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six (6) months from the date of publication of the grand jury report.)
- Recommendations numbered _____ will not be implemented because they are not warranted or are not reasonable.
(Describe here or attach an explanation.)

Date: August 31, 2016

Signed: 

Number of pages attached 2

TOWN OF LOOMIS

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JUL 14 2016

PLACER COUNTY
GRAND JURY

July 13, 2016

Sharon Stanners, Foreperson
Placer County Grand Jury
11532 B Avenue
Auburn, CA 95603

To: Sharon Stanners, Foreperson; Members of the Placer County Grand Jury

The Loomis Town Council and staff would like to thank the Placer County Grand Jury for the time and effort they put into reviewing the Town's Code Enforcement Procedures and the recommendations they have given. We take these recommendations seriously and plan to implement each one.

Below are the recommendations of the Grand Jury, and the Town's response.

R6. Loomis define their code enforcement procedures, including their tracking system, in a form written document.

Response: The Town has now hired a part time code enforcement officer and he will be working with the Town Clerk on reviewing the code enforcement process. They will be putting together code enforcement procedures and a computer tracking program that will be adopted by resolution by the Loomis Town Council.

R7. The written code enforcement procedures include measures to keep complainant informed about the resolution to their complaint.

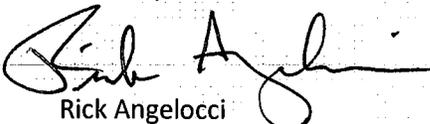
Response: The Town Clerk will include in the code enforcement procedures measures to keep complainant informed that will be adopted by resolution by the Loomis Town Council.

R8. Loomis include information on the website regarding how a citizen can file a complaint to report code violations.

Response: Information is now on the Town website regarding how a citizen can file a complaint and report code violations.

All of the above will be in place by September 30, 2016.

Sincerely,



Rick Angelocci
Town Manager



ROCKLIN
CALIFORNIA

July 6, 2016

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AUG 11 2016

**PLACER COUNTY
GRAND JURY**

Placer County Grand Jury
11532 B Avenue
Auburn, CA. 95603

RE: Response to Grand Jury's Incorporated Cities Code Enforcement Policy Report

The following is the response from the Rocklin Code Compliance Division to the Findings and Recommendations of the Placer County Grand Jury as seen in the Incorporated Cities Code Enforcement Policies: A Review of Policies and Procedures, dated June 23, 2016.

Grand Jury Recommendations

(R9 – Page 14) Rocklin define their code enforcement procedures, including their tracking system, in a formal written document.

Excellence in service to our community is a cornerstone of the Code Compliance Department. Attached to this document, please find a written procedure and policy manual to include the Code Compliance tracking system and measures of response back to complainants informing them of the resolution of their complaint as suggested.

(R10 – Page 14) The written code enforcement procedures, in R9, include measures to keep complainant informed on the resolution to their complaint.

Measures of reporting back to complainants the resolution of their complaint has been included within the attached written Code Compliance Manual. Of note and consistent with the recommendation; the practice of relaying complaint resolution to the reporting party is consistent with our current policy, and the City presently has in place a case management and tracking system (Comcate¹) which similarly provides response back to a reporting party with information pertinent to their case. As a practice, the City of Rocklin accepts anonymous complaints and may report back only to those who leave their information with this department when providing knowledge of their concern.

Also of interest is the stark contrast in demographic size, density, staffing and budgetary constraints between Rocklin and the other Cities as compared in the report.

Thank you for the opportunity to respond to the Placer County Grand Jury's Incorporated Cities Code Enforcement Policy Report. If you have any questions, need further information, or would like to discuss, I invite you to please contact me.

Sincerely,

Greg Janda
Mayor, City of Rocklin

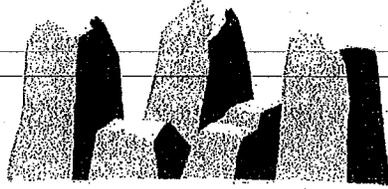
- CC: Ricky Horst, City Manager – City of Rocklin
- Marc Mondell, Director of Economic and Community Development – City of Rocklin
- Sarah Novo, Manager of Housing and Code Compliance – City of Rocklin
- Placer County Grand Jury

CITY OF ROCKLIN Code Compliance
3970 Rocklin Rd, Rocklin, CA 95677 | rocklin.ca.us
P. 916.625.5498 | F. 916.625.5495 | TTY. 916.632.4013

¹ Comcate is a cloud-based software solution which offers tracking and management capabilities for government organizations. Comcate's Code Enforcement Manager software is nationally recognized for its user-friendly functionality, which offers users easy access and tracking of case details, property history and nearby cases in the field. The Comcate program may be modified and tailored for the specific requirements of the agency and allows for public access to some functions. See more at: <http://www.comcate.com>

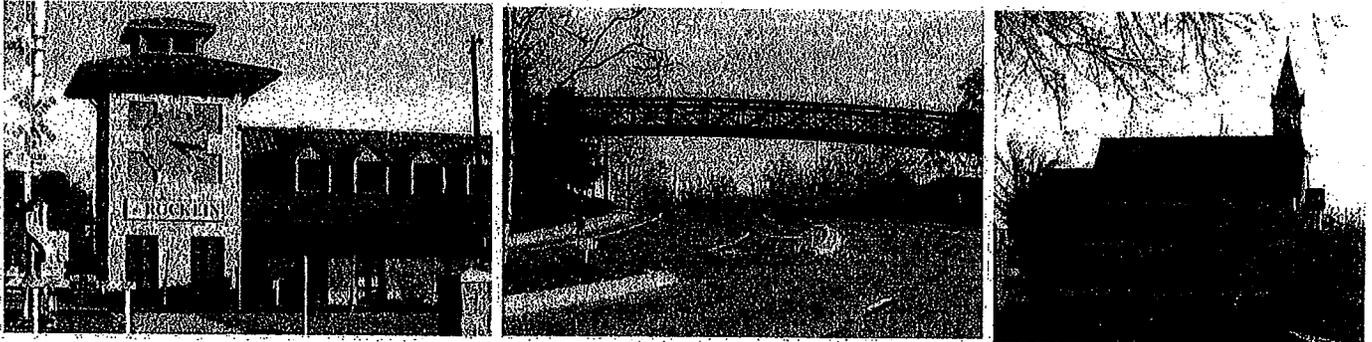
Attachments:

City of Rocklin - Code Compliance Manual
Comcate – Code Enforcement Manager Brochure



ROCKLIN

CALIFORNIA



Code Compliance Manual

Economic and Community Development Department

Code Compliance Division

3980 Rocklin Rd. Rocklin, CA. 95677

(916) 625-5498

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Vision

The vision of the Code Compliance Division is to achieve and maintain a safe, healthy and blight-free community.

Mission

The mission of the Code Compliance Division is to promote and maintain a safe and desirable living and working environment by providing responsive services for our community. We help maintain and improve the quality of our community by administering a fair and unbiased compliance program to correct violations of municipal codes and land use requirements. We also work with residents, neighborhood associations, public service agencies and other City departments to:

- Facilitate voluntary compliance with City laws and codes;
- Empower community self-help programs;
- Develop public outreach programs;
- Establish community priorities for compliance programs.

Purpose and Scope

This Code Compliance Manual is intended for use by Rocklin residents, business owners, and City staff to help understand the City's code compliance guidelines for the prioritization and investigation of Municipal Code violation complaints. It provides standardized procedures and methods carried out by City staff in the enforcement of the Rocklin Municipal Code, particularly Chapter 8, Health and Safety - Nuisance Abatement.

Code Compliance Philosophy and Program Goals

The goal of the City of Rocklin is to obtain voluntary compliance with the regulatory provisions of the Rocklin Municipal Code ("RMC" or "Code"). Compliance with the Rocklin Municipal Code assists in maintaining and enhancing the health, safety and welfare of the community. Code Compliance activities are intended to be carried out fairly, with sensitivity and within a timely manner.

Code Compliance Process Overview

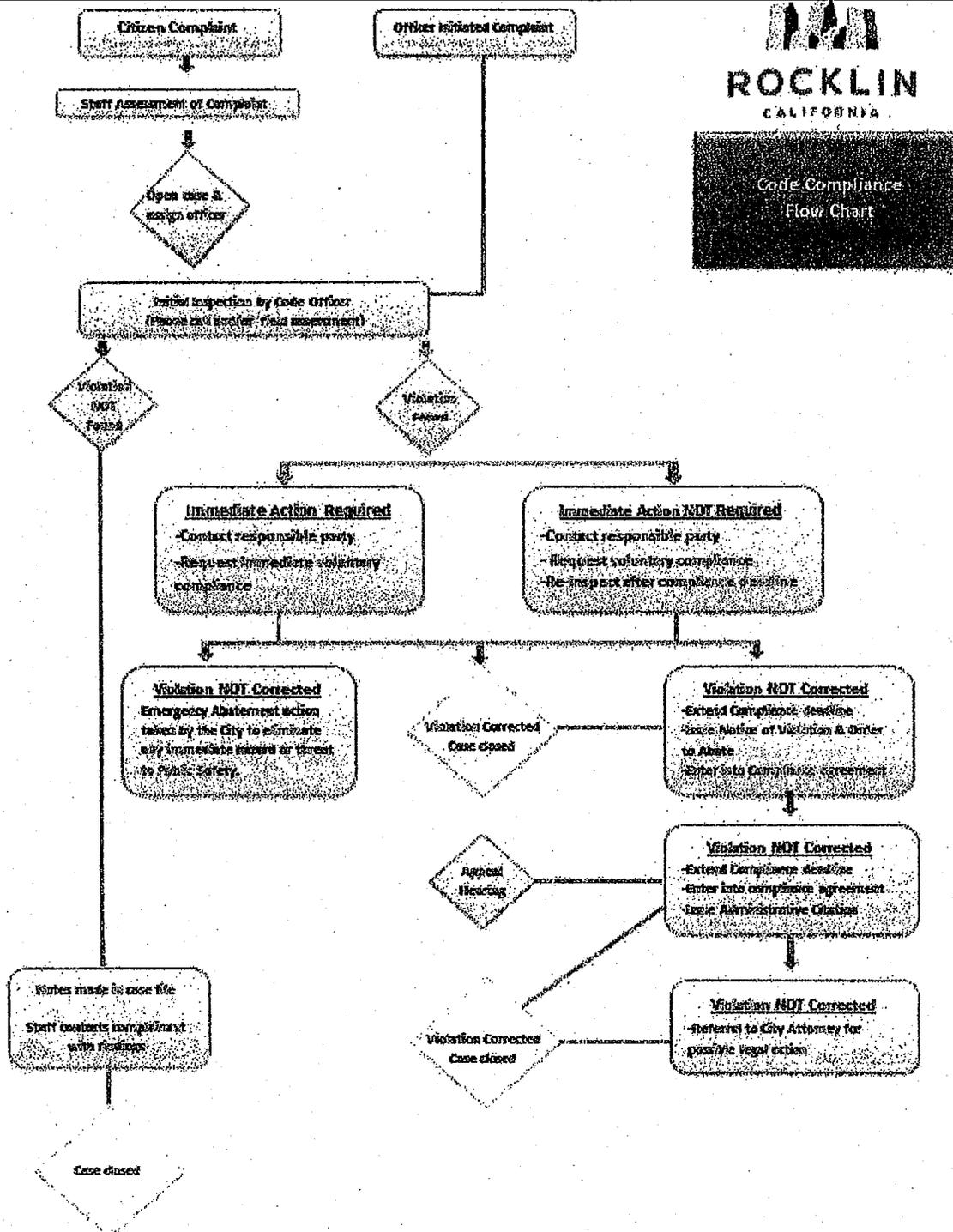
The City's Code Compliance division is responsible for enforcing the City's ~~Municipal, Zoning, and Building codes on public and private property throughout~~ the City. Code Compliance regulates public nuisances which can devalue and degrade the quality of any neighborhood. The Code provides that any violation of the Code or City ordinance may be abated in accordance with the applicable law ¹. The City has established nuisance abatement procedures to prevent, discourage, abate or otherwise address code violations. The following describes the overall code compliance process for all reported concerns and complaints, which is illustrated in **Figure 1**.

- Upon becoming aware of a potential public nuisance, the Compliance Officer reviews the violation and conducts a field inspection.
- If the violation is verified, the Officer contacts the responsible party and seeks voluntary corrective action.
- If the violation is considered to be an imminent danger to the public health and safety or to the environment, and immediate voluntary corrective action is not obtained, the Officer commences immediate abatement of the violation by the City.
- If immediate action is not required and voluntary compliance is not achieved after the initial contact or Courtesy Notice, the Officer issues a Notice of Violation to the responsible party, giving a specific and reasonable amount of time correct the violation.
- Upon re-inspection, if the violation has not been corrected subsequent to the expiration of the timeframe provided within the Notice of Violation, the Compliance Officer has the discretion to extend the compliance date, issue Administrative Citations, or initiate other legal action ² as determined appropriate.

¹ State statutes that protect the health and safety of the public by prescribing minimum standards for buildings and the use of properties. Refer to RMC Chapters 1.14 and 8 for more information on violations and enforcement of the Rocklin Municipal Code.

² Issuance of Administrative citations, judicial action (civil) and criminal prosecution.

Figure 1 Overview of Code Compliance Process



Definitions

The following terms as used in this manual are defined as follows:

"Enforcement Officer" means the city manager or his or her designee, unless under another provision of this code another officer is given the authority to enforce specified provisions of this code or another ordinance enacted by the city. (RMC 1.04.010) * The term "Enforcement Officer" may also be referred to as "Compliance Officer" throughout the course of this document.

"Nuisance" means anything which is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.

"Blight" is a deteriorating environmental condition or nuisance that will damage and eventually ruin the security, health, and economic vitality of a district or neighborhood if ignored or allowed to grow.

Receipt of Complaints

Any person can file a complaint alleging a violation of the Rocklin Municipal Code by contacting Code Compliance directly by calling (916) 625-5498, writing a letter, visiting the Code Compliance office (3980 Rocklin Rd.), fax (916) 625-5195, or submitting the complaint online through our online reporting program at: <https://clients.comcate.com/newrequest.php?id=47> When a person reports a complaint, they are asked to provide an explanation of the problem and provide the exact location where the problem is occurring. It is the policy of this department that the complainant provides their name, address and telephone number. Names of all persons making a complaint are maintained in confidence by the City, unless there is a compelling reason to disclose the complainant's identity at the instruction of the City Attorney (see Release of Information section). If the complainant prefers not to provide their contact information, or is unable to do so, all complaints will be received and entered into the department's database on information provided.

Although most complainants are willing to give their name, address and telephone number, this department will receive, process and investigate any anonymous complaint. During an inspection, Code Compliance staff should

document any potential code violations observed on property that is the subject of their current investigation. They may also proactively document code violations observed on any property in the same vicinity as the subject property. Such violations then shall be prioritized for investigation according to this manual.

Service and Efficiency

It is our policy to investigate and attempt to resolve all reported and discovered code violations. There may be times when code violations cannot be given the same level of attention or when compliance staff may be unable to carry out the proactive code compliance activities outlined in this manual. In an effort to remain effective while maximizing resources, the most serious violations will be addressed before less serious violations regardless of the order in which the complaints are received. Complaints alleging both priority and non-priority violations may be processed together to maximize efficiency.

Case Establishment

As not all violations have the same degree of severity, the Economic and Community Development Department has established a priority compliance procedure. The intent of this procedure is to allow a level of enforcement that best fits the type and circumstances of the code violation(s) while maximizing available resources. When municipal violations are reported, compliance officers should follow the priority ranking set forth in this policy. Violations that constitute an immediate or readily-apparent threat to health, safety or the environment (e.g. prohibited discharges) shall be classified as ***High Priority***. High Priority violations shall be attended to immediately or as soon as feasibly possible.

High Priority violations that cannot be attended to by the Compliance Officer should immediately be referred to an appropriate agency with the authority to handle such violations. It is the policy of the City to maintain a zero tolerance approach for violations of federal and state environmental laws, including dumping of hazardous materials within City limits. Violations that do not constitute an immediate or readily-apparent threat to health, safety or the

environment, but have the potential to do so if left uncorrected (e.g., unlawful encroachments) shall be classified as **Medium Priority**. Medium Priority violations normal require action by the Compliance Officer within three (3) days of the receipt of the complaint. All other violations shall be considered **Low Priority**.

Low Priority violations require action by the Compliance Officer within five (5) days of the receipt of the complaint. The head of the department is responsible for taking action on a code violation, and at his or her discretion, may adjust the priority of any particular type of violation or the timeframe for addressing the violation based upon various factors, such as staff resources, staff availability, staff experience and workload distribution.

Routine Case Prioritization

Code violation cases not normally listed as priority may be moved to priority status if they have one or more of the following aggravating circumstances:

1. The actions leading to the violation(s) were deliberate
2. The violation causes economic harm to individuals or the City as a whole
3. The alleged code violator is receiving significant economic benefit from the continuing code violation
4. The physical size or extent of the violation is significant
5. The violation has existed uncorrected for a significant period
6. There is a previous history of complaints and code compliance action on the subject property and/or with the alleged code violator
7. There is community interest in the violation expressed by the receipt of multiple complaints from separate individuals or by a complaint by a citizens group
8. The relative benefit of code compliance outweighs its cost (e.g. correction should be quick and inexpensive to accomplish)
9. After reasonable efforts have been made there is little likelihood of obtaining voluntary compliance (contacted twice with no response or citizen refuses to acknowledge city authority).
10. Flagrant and visible to the public.

At the discretion of Code Compliance staff, complaints may be processed in any order that maximizes efficiency. Complaints concerning a particular type of code violation (e.g., occurring in a particular geographic area) may be processed together regardless of the order in which the complaints are received.

Levels of Compliance

To ensure effective, consistent code compliance, the following levels have been established:

1. Obtaining voluntary compliance
2. Notice of Violation
3. Compliance agreement
3. Administrative Citation
4. Criminal Prosecution
5. Abatement (RMC 8.04)
6. Stop work order (when applicable)
7. Permit revocation or withholding additional permits (when applicable)

The above steps are a guide; nothing in these procedures preclude code compliance officers from beginning with a level deemed appropriate for the violation.

Investigation and Documentation

To the extent possible, all complaints received should be documented within Comcate¹, the Cities code compliance data base. Before a Notice of Violation can be sent, the alleged violation must be verified. If a violation is not present, the case will be closed. Code Compliance staff, with the assistance of other City staff and/or legal counsel, should determine if the following elements have been established:

1. The property where the alleged code violation has occurred must be within the City limit.
2. Zoning of the subject property should be determined.
3. The status of any land use, environmental health, engineering and/or construction permits on the subject property should be researched.

4. All persons with a recorded legal interest in the subject property should be identified to include, the owners, contract purchasers, lessees, lien holders or other security interest holders.

5. In addition to the persons listed above, any other persons potentially responsible for the alleged code violation(s) should be identified. This may include tenants, land developers, and contractors.

6. Code Compliance staff should examine past records to determine the existence of prior or existing code violation complaints on the subject property or the alleged violator.

Many subdivisions and planned communities within the City are subject to private, recorded covenants, conditions and restrictions ("CC & R's"). For example, CC & R's may regulate height, size or appearance of structures, or the method of storing recreational vehicles. CC & R's are generally enforceable only through private legal action. The City does not enforce private CC & R's; however, City regulations do supersede CC & R's.

¹ *Comcate is a cloud-based software solution which offers tracking and management capabilities for government organizations. Comcate's Code Enforcement Manager software is nationally recognized for its user-friendly functionality, which offers easy access and tracking of case details, property history and nearby cases in the field. The Comcate program may be modified and tailored for the specific requirements of the agency and allows for public access into some functions. See more at <http://www.comcate.com>*

Enforcement Responsibility

Responsibility for investigation and enforcement should be assigned to a staff member with an expertise in the particular field of the violation. For example, alleged violations of building codes are best investigated and resolved by a code officer or inspector with building inspection knowledge and the required license and experience. City staff with a particular expertise may be consulted, however all code compliance activity (notices of violations, compliance agreements, etc.) and documentation should remain with code compliance staff.

Initial Contact

Compliance Officers shall attempt to personally contact the responsible person via phone, letter, email or in person when initiating compliance activities, and achieve voluntary compliance with the Code. The way in which a person is initially approached, informed of the possible violation and notified that corrective action is required is of critical importance; it frequently will determine how the person elects to respond with regard to compliance. Good judgement, tact and objectivity in performing compliance duties are essential. In many instances, the person responsible for causing the violation may not be aware of the City regulations, and once the existence of a violation has been brought to their attention, they will generally make a good-faith effort to correct the violation.

Field investigation and Reporting

When appropriate, the Compliance Officer shall conduct an initial inspection of the location of the alleged violation to identify the existence of any violation(s) after receipt of the complaint. It is highly advisable that Code personnel wear a uniform shirt with official City insignia or wear a conspicuously placed identification badges while performing compliance duties. The Officer represents the enforcement branch of the City, and the uniform type of shirt or identification badge will ensure that the public knows that they are dealing with an official representative of the City of Rocklin. It is also highly advisable that code personnel drive a vehicle with an official city sign or logo and possibly other identifying insignia or enforcement-related equipment (e.g. amber light bars) while conducting code compliance activities. When conducting a field inspection, the Compliance officer shall present identification, state the purpose of the inspection and request permission from the owner or responsible party to enter the property or premises.

The Officer shall document permission to enter by securing a signed permission from the owner or occupant. If any owner or occupant of property or their agent refuses consent to entry and inspection, an inspection may be made from the public right-of-way and such extensions (i.e. driveways, etc.), from the

complainant's property (with expressed written permission), or the Officer may seek an inspection warrant from the City Attorney. (See Inspection Warrants section) When a Compliance Officer interviews anyone associated with the case, the information should be reported and documented in the case file (See Records section), including the date and location of the interview. The Officer should make special note of any "admissions" by a potential violator as to the existence or knowledge of a code violation on their property. If a Compliance Officer experiences a hostile demeanor or a non-cooperative owner or user of property that has been reported in a complaint, such information should be included with the case information. This information could be determinative of the course of action taken in the future should the violations not cease or be remedied voluntarily.

Photographic Evidence

A Compliance Officer investigating a complaint about a potential violation may take photographs to depict the condition(s) constituting a violation when appropriate. If the Officer maintains an on-going investigation resulting in a series of investigations of the condition(s), it is advisable to take additional photographs of the site, even if it is a repeat of the prior photographs taken. This would tend to show the lack of remedial action by a violator and/or provide a pictorial history of an on-going violation or condition. The fact that photographs were taken at the site of an alleged code violation shall be noted in the notes portion of the case file, including the full date of the photograph and the identity of the person taking the pictures. Copies of any photographs taken during an investigation shall be stored in the case file for potential use in any future administrative or criminal actions taken by the City or any other official agency.

Compliance Procedures

When Code Compliance staff determines that there are reasonable grounds to believe a violation does occur, based upon the information in the complaint and any field investigation, a Courtesy notice may be provided by means of personal contact with the violator, mailing, phone call, and/or a business card left

on the property. The intent of a courtesy notice or contact is to inform the violator of any violations and provide any information and clarification needed to remediate. ~~Should the violation be confirmed and voluntary compliance is not~~ obtained, a Notice of Violation will be sent to each person who is or may be legally responsible for the alleged violation. A separate notice shall be sent to the subject property owner(s).

Violation notices shall be sent by certified mail to the best available address for the property owner(s) and other responsible person(s). The Notice of Violation should contain a date for correction of the violation. Generally this is ten (10) days but may be more or less based upon the nature of the violation. Additionally, every effort should be made to make personal contact with the violator to explain the violation and potential remedies. After the noticed deadline, code compliance staff determines if the violation has been corrected.

If code compliance determines that the required corrections have been made, the date and method of compliance should be noted in the file and the case closed. If the violation has not been corrected as required by the notice, the code compliance officer should issue an administrative citation. In some cases, corrective action may consist of both applying for and obtaining necessary permits or approvals. In such cases, the permit or approval application alone may not be sufficient to assure compliance. The alleged violator must follow through with the application process to obtain the necessary permit or approval.

Under these circumstances, enforcement shall continue until all necessary permits or approvals are granted or until they are denied and code compliance is obtained through other means. If the alleged code violator is not granted the necessary permits or approvals, code compliance staff should issue an administrative citation for violation of the related municipal code.

¹ 1822.50. An inspection warrant is an order, in writing, in the name of the people, signed by a judge of the court of record, directed to state or local official, commanding him to conduct any inspection required or authorized by state or local law or regulation relating to building, fire, safety, plumbing, electrical, health, labor, or zoning. (Amended by State. 1980, Ch 230, Sec 1)

Inspection Warrants

An Inspection Warrant is appropriate when:

- The facts and circumstances provide reasonable cause to believe that a violation exists or reasonable legislative/administrative standards exist for a routine area inspection; and
- The property owner or occupant has refused to permit a search by the inspector; or
- There has been a prolonged, good faith attempt to contact the owner or occupant for the purpose of inspection. A period of two to four weeks is generally considered a sufficient period of time for such attempts.

Reasonable cause exists when the facts and circumstances within the Officer's personal knowledge and of which he/she has reasonable, trustworthy information, warrants the belief that a code violation exists. Sufficient reasonable cause for the issuance of an inspection warrant can be developed by the following:

- A complaint is received
- A visual inspection is made from the outside

If the Compliance Officer believes an Inspection Warrant is necessary and appropriate, the appropriate department head or their designee, with City Manager authorization may request that the City Attorney obtain one. If an Inspection Warrant is obtained, an inspection date and time will be established, and the Attorney will notify the responsible person of the scheduled inspection. A police officer should escort the Officer during the inspection to reduce the possibility of a hostile encounter when enforcing the Inspection Warrant.

Notices

If the Compliance Officer determines a violation is not found to exist, the complaint file shall be closed. A letter confirming notification of a closed case file is available upon request. If the Officer determines that a violation exists and voluntary compliance is not achieved after the Officer's initial contact with the responsible person, the following procedures apply.

Emergency Abatement

Whenever the City Manager reasonably determines there is a nuisance that poses an imminent or immediate danger of significant harm to persons or property, or so endangers the public health or safety, the City may act immediately and without prior notice or hearing to abate the condition. Any emergency abatement under this section shall be authorized in writing by the City Manager or his or her designee and shall be limited to those actions necessary to eliminate the immediate threat. After the immediate threat is eliminated, the Compliance Officer may abate any remaining violations through the formal abatement procedures. Refer to the Rocklin Municipal Code for noticing, cost recovery and post-abatement hearing provisions for emergency abatement hearings.

Notice of Violation and Order to Abate (RMC 8.04.040)

If voluntary compliance is not achieved after the Compliance Officer's initial contact with the responsible person, they shall serve the responsible person a Notice of Violation & Order to Abate (hereafter referred to as "Notice of Violation") to comply with the applicable code as noted on the notice. The Officer will inform the responsible person that the City's goal is voluntary compliance and make it clear to the responsible person that this is their opportunity to correct the violation and avoid the need for further City action. An official Notice of Violation form shall be completed and served to the responsible person. The time provided to correct the violation will depend on the nature and extent of work required, the nature and circumstances of the violation, and the danger posed to the public. The period is set on a case-by-case basis, but will be reasonable under the circumstances.

This time frame shall be determined at the sole discretion of the Compliance Officer, but shall not be less than 3 calendar days after the date of the notice and order. A compliance period of over 15 days must be approved by the appropriate department head, except as provided below.

- If the Officer determines that a building, structure or property must be repaired, the notice and order shall require that all required permits be secured and the work physically commenced within 30 days from the date

of the notice, and completed within such time as the Officer determines is reasonable under the circumstances.

Generally, costs of abatement begin to run from the date the Notice of Violation is first issued. The Officer shall log all expenses relating to code compliance or nuisance abatement. Refer to RMC Section 8.04.180 regarding cost recovery. A Notice of Violation & Order to Abate may be appealed to the City Council in accordance with the provisions of RMC Section 8.04.090.

Administrative Citation

Administrative Citations are an enforcement mechanism used to encourage compliance with the Rocklin Municipal Code. RMC 1.14.020 is enacted under authority of Government Code Section 53069.4 to make the violation of any ordinance enacted by the city subject to *administrative citation* and fine. Whenever the compliance officer determines that a violation of a city ordinance has occurred, the compliance officer shall have the authority to issue an *administrative citation* to the person or persons violating the ordinance. If the code compliance officer determines that multiple code violations have occurred, the *administrative citation* may address all the violations. Citations are triplicate copies, like traffic citations, that include blanks for entering the date, address, code section violated, and the penalty amount, or may be a more standardized form received by mail. Citations may be issued per violation, per day until compliance has been achieved and enforcement actions under this chapter shall be in addition to all other legal remedies.

Stop Work Notice

When the responsible person commences construction work on a property without first obtaining a building permit to so do, or when current construction work is inconsistent with the underlying building permit or zoning approval, the Compliance Officer may issue a Stop Work Notice, ordering the construction work to cease immediately.

Service of Notices (RMC 8.04.040)

Notice shall be served by personal delivery of a copy of the notice to the property owner and any other responsible person. If a copy of the notice cannot with reasonable diligence be personally delivered, the notice shall be served by (1) certified first class mail, return receipt requested, and (2) regular mail.

A copy of the notice may also be conspicuously posted in front of the property on which the violation exists, or if posting on the front of the property is not possible, then the notice may be posted in any other location of the property where it will be most likely to give notice to the owner. Notices by mail may be served on the responsible person(s) at the address as shown on the last equalized assessment roll or the supplemental roll of Placer County, whichever is more current. The Code Compliance officer may, upon the advice of the City Attorney, also serve notice on a tenant, a mortgagor, or any other person having an interest in the real property.

Civil or Criminal Action

Civil or Criminal under provisions of applicable ordinances or state law proceedings may be used to *abate* a public nuisance or to correct hazards or deficiencies on property within the City of Rocklin in addition to or as alternatives to other proceedings as noted above.

Re-Inspections

Within five working days of the correction date specified in the Notice of Violation, the Officer shall re-inspect the property for compliance. If the violation has been corrected, the file shall be closed.

Extension or Compliance Agreement

If the responsible person is making a good faith effort to comply and substantial progress has been made to correct the violation at the time of re-inspection, the Compliance Officer may grant a reasonable extension of the compliance date. Any such extension of time granted may be made verbally, but shall be reported in the file. More than one extension of time may be granted if

the Compliance Officer determines that such extensions are warranted based on the responsible party's effort to correct the violation(s). Any extension of time over 30 days to correct a violation must be approved by the appropriate department head.

Maintenance of Complaint Files

A Compliance Officer may create a case file for a complaint and assign it a case number. The file may consist of the following items, when appropriate:

- Original or copy of the citizen's complaint form and related information
- A chronological Case Log in which the Officer conducting the investigation makes an entry for each activity and/or contact undertaken during the course of the investigation
- Copies of all reports and documents developed or created during the investigation
- Originals or copies of all correspondence with the alleged violator(s)
- Originals or copies of all correspondence with public agencies
- Statements of any form from alleged violators of City codes, pertinent witnesses, and other parties contacted during the investigation
- Photographs taken during the investigation
- Additional information and items of evidentiary value obtained during an investigation as needed.

Case files are maintained in accordance with the timeframe required by statutory standards.

Release of Information

In order to preserve the effectiveness of the code compliance process, and in order to protect the right of privacy of the residents and business owners of the City of Rocklin, the City shall not disclose to the public or the violator the name or contact information of any person making a complaint, unless otherwise instructed by the City Attorney. The Compliance Officer shall advise the complainant that the complaint has been received and is under investigation. Upon the closing of a case, the Officer shall advise the complainant of the result.

Any information developed during the investigation shall be released only to City personnel actively and directly involved in the enforcement action. It is the policy of the City of Rocklin that, in all code compliance matters, any contacts with the news media or requests for information by the press or media shall be referred to the appropriate department head. Any release of information to the news media shall be subject to approval by the appropriate department head.

Assisting Other Regulatory or Licensing Agencies

In some cases, Municipal Code violations may also constitute violations of Federal and/or State statutes or administrative rules. For example, working within a flood plain or wetlands without approval or performing construction without the required permits may constitute violations of State statutes and administrative rules governing the conduct of licensed contractors. Code Compliance staff may receive referrals from other departments or outside agencies, and similarly may notify other departments or agencies to conduct an assessment based upon their respective areas of expertise.

Resolution of Code Complaints

It is our policy to attempt to reach final, satisfactory resolutions of all Municipal Code violation complaints. However we recognize that not all complaints may be resolved successfully due to factors outside of our control. These factors can include the indigence of the code violator, the lack of City or other resources to assist the violators, statutory limitations on potential fines or other penalties and or the amount of complaints to be resolved. When it is determined that a code violation may not be successfully resolved within the established reasonable timelines, the file will either be closed, or alternative methods of enforcement explored. It is our policy to provide final complaint resolution results to all complainants who provide their contact information.



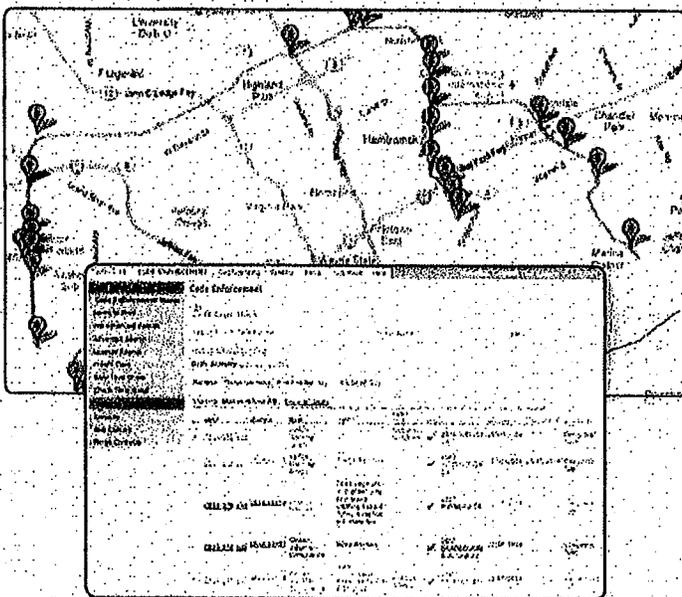
CODE ENFORCEMENT MANAGER

Designed with the help of Code Enforcement Officers, Supervisors, and Department Heads

Code Enforcement Manager is built to manage all aspects of code enforcement, allowing staff to work efficiently from the field with mobile technology, other staff to have real-time access to case information, and supervisors the ability to track team metrics and results.

A Bird's Eye View of Code Enforcement Manager

Easy to Implement and use, Code Enforcement Manager is the perfect solution for overburdened officers tasked with heavy caseloads. Utilizing mobile technology, Comcate's solutions give officers more flexibility to get more done, more efficiently, in less time.



No Hardware or Software to Install

Comcate hosts your software in the cloud to ensure 24/7 web access and connectivity, with robust network and power redundancies and round-the-clock system monitoring. Your agency does not have to purchase any new hardware or software.

Comcate's Code Enforcement Manager web-based software simplifies the resolution of violations and cases, provides powerful case management, and improves citizen awareness and compliance.

Easy to Implement, Easy to Use

Code Enforcement Manager is customizable to meet your agency's specific needs. It is user-friendly, intuitive and requires just one hour of training to get started.

Local Government Program Expertise

Comcate brings over 10 years of experience implementing municipal programs. Comcate expertise allows for effortless integration between the Code Enforcement module, citizen engagement, and case reporting.

Comcate Makes Citizens Part of the Solution

Comcate knows that the most important aspect of any community is its citizens. With Comcate's eFeedback Manager module, citizens can bring to light issues in their neighborhoods that require the attention of a code enforcement officer. The app allows for quick and easy GIS integration for better property and owner information and accuracy. It also includes a real-time updates so citizens are abreast of the progress of their case.

Efficient Case Management

Efficiency is the focus at Comcate in improving the effectiveness of public agencies. By eliminating reliance on paperwork and manual processes Comcate has built automation into the workflow, improving the number of cases an officer can address each workday. Furthermore, cases are completed with greater accuracy and are routed automatically to the appropriate staff throughout the agency.

Improving Staff Morale

Nobody enjoys being bogged down under a load of open cases. Comcate addresses this issue by improving the work processes of code enforcement staff, giving them tools that make their job easier and more enjoyable.

Visibility: A Deeper Look Into the Workday

Comcate gives supervisors the tools they need to review the work of their officers. How many cases are they able to close in a week's time? How much time are they spending per case? These are questions Code Enforcement Manager can easily answer with customized reports that can be generated daily, weekly, monthly or annually.



At Comcate, we believe in empowering public agencies.

Founded in 2001, Comcate offers cloud-based solutions for governments and local municipalities that deliver results. Comcate solutions help agencies effectively execute crucial programs, efficiently manage their assets and improve service to local citizens through program-based offerings. Drawing on the expertise of retired city managers and Silicon Valley technologists, Comcate promotes improved productivity and cost savings for local government while enhancing community involvement for their residents.

Comcate supports the functions of local governments providing outstanding service to their communities in more than 30 states and logs over 20,000 client cases each month. As a leading national provider of customized agency solutions, Comcate offers cloud-based citizen engagement, code enforcement, animal control, public records management, permits and more, delivering software that is affordable, easy-to-use and promotes interaction between agencies and citizens through advanced mobile technology.

COMCATE

Empowering Communities and
Citizens Through Technology

144 Linden Street

Oakland, CA 94607

Phone: (415) 632-1248

Fax: (415) 948-2162

Email: info@comcate.com

comcate.com

Response to Grand Jury Report Form

Report Title: Incorporated Cities Code Enforcement Policies – A Review of Policies and Procedures

Report Date: June 23, 2016

Response By: Sarah Novo **Title:** Housing and Code Compliance Manager

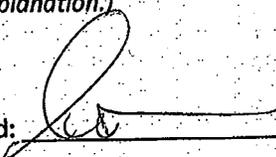
FINDINGS

- I (we) agree with the findings, numbered: F20, F21, F22, F23.
- I (we) disagree wholly or partially with the findings, numbered: _____.
(Describe here or attach a statement specifying any portions of the findings that are not disputed or applicable; include an explanation of the reasons therefore.)

RECOMMENDATIONS

- Recommendations numbered R9, R10 have been implemented.
(Describe here or attach a summary statement regarding the implemented actions.)
- Recommendations numbered _____ have not yet been implemented, but will be implemented in the future.
(Per Penal Code 933.05(b)(2), a time frame for implementation must be included. Describe here of in an attachment.)
- Recommendations numbered _____ require further analysis.
(Describe here or attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six (6) months from the date of publication of the grand jury report.)
- Recommendations numbered _____ will not be implemented because they are not warranted or are not reasonable.
(Describe here or attach an explanation.)

Date: July 6, 2016

Signed: _____


Number of pages attached: 21.

Newcastle Fire Protection District Measure F Accounting and Accountability

Findings

- F1. It is not readily apparent to the general public that the Newcastle Fire Protection District Budget accounting code 8105 Special Tax is combination revenue from both Measure F and Measure B. Therefore, it is not clear to the public that Measure F funds are being spent on firefighter's salaries and benefits.
- F2. Revenue generated from Measure F assessments is less than annual employee salaries and benefits. According to the Auditor-Controller's reconciliation of Newcastle Fire Protection District revenues and expenses, firefighter wages have consistently been greater than the revenue generated by Measure F. Therefore, the Grand Jury has determined that revenues from Measure F were spent on firefighter's salaries and benefits.
- F3. Accounting code 8105 Special Tax revenues for Measure F and B for Fiscal Years 2013-2014 and 2014-2015 virtually mirrors the Auditor-Controller's reconciliation of the same accounting periods.
- F4. There is no internal review of the Measure F or Measure B assessments for accuracy.
- F5. The Newcastle Fire Protection District lacks any access to a back up of assessment records or a recovery plan if the records are lost or destroyed.
- F6. The Newcastle Fire Protection District is not following the procedural requirements set forth in Measure F and Measure B for handling requests for appeals and exceptions.
- F7. The Newcastle Fire Protection District indicated in their 2013 response that they would implement several of the 2012-2013 Grand Jury recommendations. Recommendations #1 through #3 have not been implemented and are still applicable as they would improve transparency and accountability.

Recommendations

The Grand Jury recommends that:

- R1. Newcastle Fire Protection District adhere to the appeals and exception processes as set forth in Measure F and Measure B.
- R2. The revenue generated from Measure F and Measure B be designated with separate accounting codes in the Newcastle Fire Protection District budget.
- R3. The Newcastle Fire Protection District develop an off-site storage and back-up of assessment records, including appeal and exception requests, in coordination with a recovery plan in the event records are lost or destroyed.

- R4. At least one Board Member and the Fire Chief are cross trained in the operations and calculations of the property owner assessments to ensure accurate processing.
- R5. At least one of the cross trained individuals also check the final calculations for accuracy of any property exceptions.
- R6. To guarantee accuracy, consistency, and transparency to property owners, the Newcastle Fire Protection District publish online, by Assessor Parcel Number, Measure F and Measure B assessments along with all exceptions that have been granted.
- R7. There be a printed form at the Newcastle Fire Protection District office, and available online, for use by property owners in the appeals and exceptions process as outlined in both Measure F and Measure B (See Attachments A and B).
- R8. The Newcastle Fire Protection District implement the 2012-2013 Grand Jury Recommendations #1, #2, and #3 as indicated in their 2013 response to the 2012 - 2013 Grand Jury Final Report.
- R9. The Newcastle Fire Protection District only accept a request for an appeal or exception on an approved written form.
- R10. The Newcastle Fire Protection District provide the property owners an acknowledgement of the original filing of an appeals and/or exception form to improve accuracy, consistency, and transparency.
- R11. The Newcastle Fire Protection District maintain an accurate tracking log, from initiation to outcome, for all appeals and exception requests.

Request for Responses:

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Jim Jordan Chairman of the Board of Directors Newcastle Fire Protection District 461 Main Street Newcastle, CA 95658	R1-R11	September 30, 2016

Copies sent to:

Mr. Andrew Sisk
Placer County Auditor-Controller
2970 Richardson Drive
Auburn, CA 95603

Ms. Kristen Spears

Placer County Assessor
2980 Richardson Drive
Auburn, CA 95603

Ms. Jenine Windeshausen

Placer County Treasurer-Tax Collector
2976 Richardson Drive
Auburn, CA 95603

Mr. Mitch Higgins

Newcastle Fire Chief
9211 Cypress St.
Newcastle, CA 95658



NEWCASTLE FIRE PROTECTION DISTRICT

PO Box 262, 9211 CYPRESS ST, NEWCASTLE, CA 95658

916-663-3323 FAX 916-663-3907

RECEIVED

NOV 07 2016

PLACER COUNTY
GRAND JURY

BOARD OF DIRECTORS

Eric Sprouse
Jonita Elder
Robin Enos
Lawrence Bettencourt
Neil Anderson

Response to Grand Jury Recommendations from the 2015/2016 Grand Jury Report.

R 1 - Newcastle Fire Protection District adhere to the appeals and exception processes as set forth in Measure F and Measure B.

RESPONSE: The District believes it is adhering to the appeals and exception processes as set forth in Measure F and Measure B. We have simply added a consultant to assist the Chief in gathering the necessary data for review and presentation to the Board for their decision.

R 2 - The revenue generated from Measure F and Measure B be designated with separate accounting codes in the Newcastle Fire Protection District budget.

RESPONSE - The Newcastle Fire Protection District Board agrees that these funds should be listed in separate accounting codes and has taken steps to have a separate account code created. The new account codes are as follows:

Measure F funds: 530037

Measure B funds: 530038

R 3 - The Newcastle Fire Protection District develop an off-site storage and back-up of assessment records, including appeal and exception requests, in coordination with a recovery plan in the event records are lost or destroyed.

RESPONSE: The current individual who contracts with the District has been processing these assessments since 1997. With the exception of a couple of years, the current contractor maintains a complete backup of all assessment records, including the details of the appeal and exception requests including their results. This backup is on a separate computer and on CD's. Recovery would simply involve loading this data on another computer. A copy of the backup has been given to the Board Secretary.

R 4 - At least one Board Member and the Fire Chief are cross trained in the operations and calculations of the property owner assessments to ensure accurate processing.

RESPONSE: Processing of the Direct Tax assessments is a fairly long and complicated process. It takes the current contractor several weeks to complete calculations for all the taxable parcels under both Measure F and B. It will be an extremely lengthy process to train the Chief and a Board Member. The contractor is creating documentation outlining the process which will be provided to the Board Members.

R 5 - At least one of the cross trained individuals also check the final calculations for accuracy of any property exceptions.

RESPONSE: The final calculations along with the property exceptions list will be provided to one of the Board members for their review prior to submission to the County for collection.

R 6 - To guarantee accuracy, consistency, and transparency to property owners, the Newcastle Fire Protection District publish online, by Assessor Parcel Number, Measure F and Measure B assesses along with all exceptions that have been granted.

RESPONSE: The Board agrees to post online the text files which are submitted to the County Auditor for inclusion on the tax bills. These list the Assessor Parcel Number and amount of tax levied for each parcel.

R 7 - There be a printed form at the Newcastle Fire Protection District office, and available online, for use by property owners in the appeals and exceptions process as outlined in both Measure F and Measure B. (See Attachments A and B)

RESPONSE: The Board agrees and will post the appeal/exception form on line along with instructions for its completion.

R 8 - The Newcastle Fire Protection District implement the 2012-2013 Grand Jury Recommendations #1, #2, and #3 as indicated in their 2013 response to the 2012-2013 Grand Jury Final Report.

RESPONSE: The Board has approved a series of policies and is in the process of combining them into a manual.

R 9 - The Newcastle Fire Protection District only accept a request for an appeal or exception on an approved written form.

RESPONSE: The Board currently requires an appeal form to be completed prior to review by the Board. These forms have been previously filled out by the Contractor when a property owner contacted the Board concerning making the appeal. This is done to allow property owners the convenience of not having to travel to the District Office in order to make the appeal. Placement of the Appeals forms on the web site will allow property owners to fill the forms out themselves if they like. The Board plans to continue to allow property owners the convenience of having the contractor complete the form for them if they so desire.

R 10 - The Newcastle Fire Protection District provide the property owners an acknowledgment of the original filing of an appeals and/or exception form to improve accuracy, consistency and transparency.

RESPONSE: The Newcastle Fire Protection District Board agrees and will acknowledge receipt of a request for Appeal/Exception to the property owner.

R 11 - The Newcastle Fire Protection District maintain an accurate tracking log, from initiation to outcome, for all appeals and exception requests.

RESPONSE: The current contractor maintains a complete tracking log of all appeal/exception requests. This log will be kept up to date and a copy will be maintained in the Appeals/Exception notebook. A copy of this tracking log will also be placed on the District web site.

Respectfully,



Neil G. Anderson
Vice-Chairman

cc: Andy Sisk, Placer County Auditor/Controller
Kristen Spears, Placer County Assessor
Jenine Windeshausen, Placer County Treasurer
NFPD Board of Directors
Ian Gow, Placer Hills Fire Chief

Placer County Code Enforcement Complaint Feedback and Tracking

Inconsistency and Confusion

Findings

The Grand Jury found:

- F1. Substantiated complaints within Code Enforcement's jurisdiction can take six to twelve months to bring to resolution.
- F2. The Accela database is not being used to its full potential to track the status, age, or resolution of a complaint.
- F3. There is no mechanism in place to determine how many complaints are open or closed.
- F4. The public may find that there is no staff from Code Enforcement available at the office during business hours to answer their questions.
- F5. Code Enforcement Officers must spend part of their time helping and training the temporary part-time clerical worker to research and identify complaints for processing.
- F6. The Code Enforcement department is understaffed for the volume of complaints that are received.
- F7. The Code Enforcement department does not have a full-time supervisor.
- F8. The Code Enforcement department has abandoned any attempt to communicate with the reporting party about the status of their complaint. The reporting party is not informed if the complaint has been received, if the complaint has been dismissed, has been directed to a different department or is currently under investigation.
- F9. Lack of a comprehensive tracking program for complaints severely limits management's ability to evaluate the effectiveness and efficiency of the department's operation.
- F10. Because there is no Code Enforcement Technician and a permanent full-time clerical support staff position has not been filled, Code Enforcement Officers spend more time managing operations and less time resolving complaints.

Recommendations

The Grand Jury recommends that the department:

- R1. Have the Code Enforcement Supervisor's sole responsibility be to manage this department.
- R2. Implement a standard procedure to issue a Letter of Receipt to the complainant, within 10 days of complaint receipt. The letter should indicate if the complaint:
 - Will be actively investigated
 - Is outside the scope of Code Enforcement
 - Has been forwarded to another department

Include general information regarding the code enforcement process with the letter.

- R3. Staff the full-time positions of Code Enforcement Technician and permanent clerical support.
- R4. Develop and integrate a complaint tracking system in the Community Development Resources Agency's Accela software program.
- R5. Implement training of Code Enforcement staff to use the Accela complaint tracking system.
- R6. While R4 and R5 are in the process of being implemented, create an independent tracking system, such as a simple spreadsheet, for management to review, which lists all incoming complaints, dispositions and final resolutions.

Request for Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Michael Johnson Director, Placer County Community Development Resource Agency 3091 County Center Drive Suite 140 Auburn, CA 95603	R1 – R6	August 31, 2016

Copies sent to:

Placer County Board of Supervisors
175 Fulweiler Avenue
Auburn, CA 95603

Mr. Tim Wegner
Manager, Placer County Building Services Division
3091 County Center Drive
Auburn, CA 95603

Mr. Ted Rel
Supervisor, Placer County Code Enforcement Department
3091 County Center Drive Suite 160
Auburn, CA 95603

Mr. David Boesh
Executive Officer, Placer County
175 Fulweiler Avenue
Auburn, CA 95603

September 13, 2016

The Honorable Colleen Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

RECEIVED

SEP 22 2016

PLACER COUNTY
GRAND JURY

**Re: Response to 2015-2016 Grand Jury Final Report – Placer County Code Enforcement
Complaint Feedback and Tracking**

Dear Judge Nichols:

This letter is in response to the 2015-2016 Grand Jury Recommendations from the report entitled “Placer County Code Enforcement Complaint Feedback and Tracking”. Please note the Grand Jury did not request a response to the Findings, therefore this letter will address recommendations only.

Summary of Responses to Recommendations of Grand Jury:

- Recommendations numbered 1, 3, and 4 have been implemented.
- Recommendations numbered 2 and 5 have not yet been implemented, but will be implemented in the future.
- Recommendation numbered 6 will not be implemented because it is not warranted.

Detailed Responses to Recommendations of Grand Jury:

**R1: Have the Code Enforcement Supervisor’s sole responsibility be to manage this department.
Recommendation number 1 has been implemented.**

Response: More than a year ago, a full-time Code Compliance Supervisor was employed to support the Code Compliance team. In that first year, the permanent Code Compliance Supervisor was in the process of transitioning from CDRA’s Engineering and Surveying Division (ESD), where he performed grading and mine/reclamation enforcement, to CDRA’s Code Compliance team in an effort to centralize CDRA’s compliance efforts.

During the Grand Jury’s investigation the supervisor was actively resolving grading and mine/reclamation related cases while he trained the officers to resolve those specific case types.

The Code Compliance Supervisor solely manages the team and does not carry a caseload.

R2: Implement a standard procedure to issue a Letter of Receipt to the complainant, within 10 days of the complaint receipt. The letter should indicate if the complaint:

- Will be actively investigated
- Is outside the scope of Code Enforcement
- Has been forwarded to another department
- Include general information regarding the code enforcement process with the letter.

Recommendation number 2 has not yet been implemented.

Response: The team has developed a "Letter of Receipt" and commencing September 1, 2016 the Code Compliance team will distribute the letter to each complainant in an effort to communicate the status of the complaint. In addition to the "Letter of Receipt" it's important to point out the team is in the process of implementing a "Citizen Relationship Management" (CRM) tool. CRM is a web-based technology that facilitates complaints through on-line complaint registration. CRM has capabilities of and is intended to keep the complainant informed of case status automatically if registered through CRM. This technological tool will ease the distribution process by creating an efficient and effective automated approach. When complaints are received traditionally, a hard copy, the "Letter of Receipt" will be distributed to indicate the complaint status as well as sharing CRM capabilities with the complainant.

R3: Staff the full-time positions of Code Enforcement Technician and permanent clerical support. Recommendation 3 has been implemented.

Response: Historically Code Compliance was supported by a Technician although that has since changed due to an analysis completed by the County's Human Resources Department. As background, the Code Compliance Technician was promoted to an officer a couple years ago. After that promotion, the division requested a permanent technician to replace the vacancy. During the request process, the County's Human Resource Department conducted a "Position Inventory Questionnaire" (PIQ) process in an effort to identify the most effective position to support the team's needs.

From the PIQ process, it was determined a Senior Administrative Clerk was best suited for the type of work necessary to support the Code Compliance team. For this reason, the team utilized a temporary clerk until a permanent Senior Administrative Clerk was employed. Today, a permanent, full-time, Senior Administrative Clerk supports the Code Compliance team. Upon development of workload metrics, and a workforce analysis, management can best determine if one support staff is sufficient, or if additional support staff are necessary. If additional support staff is necessary, the team will request those additional staff members during the upcoming budget preparation process for fiscal year 2017/18.

R4: Develop and integrate a complaint tracking system in the Community Development Resources Agency's Accela software program. Recommendation 4 has been implemented.

Response: Effective resources are critical to the success of the team. Management recognizes the importance of staffing resources as well as technological resources. For this reason, the County underwent a permit and case tracking technological system upgrade (Accela) recently which in turn

allowed code compliance an opportunity to develop an electronic tracking system. While during the Grand Jury investigation the tracking system was being configured, it's important to point out the system is now functioning as the team's main tracking system--we are now making full use of the Accela database. All cases are being tracked in Accela, as well as every action related to the case as completed by the code compliance officer. This tracking method will allow metrics and workforce analysis to occur ensuring a properly balanced team.

R5: Implement training of Code Enforcement staff to use Accela compliant tracking system. Recommendation 5 has not yet been implemented.

Response: Code Compliance staff has been informally trained on the functionality of Accela, with formal training scheduled in the fall of 2016. Management commits to working with CDRA-IT to develop a training packet that covers Accela's workflow and overall functionality ensuring each Code Compliance staff member is capable of navigating, searching, inputting and retrieving data from the system.

R6: While R4 and R5 are in the process of being implemented, create an independent tracking system, such as a simple spreadsheet, for management to review, which lists all incoming complaints, dispositions and final resolutions.

Recommendation numbered 6 will not be implemented because it is not warranted.

Response: As stated in R4 above, the Accela system is currently tracking each code compliance case. For this reason, a spreadsheet or other tracking system is not necessary.

Sincerely,



Paul Thompson
Interim Director
Community Development Resource Agency

9/6/16
Date

cc: Placer County Board of Supervisors
175 Fulweiler Avenue
Auburn, CA 95603

Mr. David Boesch
Executive Officer, Placer County
175 Fulweiler Avenue
Auburn, CA 95603

Mr. Tim Wegner
Chief Building Official
3091 County Center Drive, Suite 160
Auburn, CA 95603

Ms. Sharon Stanner
Foreperson of the Placer County Grand Jury
11532 B Avenue
Auburn, CA 95603

Placer County Implements Assisted Outpatient Treatment “Laura’s Law”

Findings

- F1. When the Placer County Board of Supervisors adopted Laura’s Law, Placer County moved quickly and comprehensively to plan for and implement this program.
- F2. Laura’s Law is an effective legal option in delivering needed mental health services in Placer County.
- F3. Laura’s Law has been useful in encouraging voluntary participation in mental health services.
- F4. There has been limited usage of Laura’s Law since its implementation.
- F5. There has been insufficient outreach to medical and educational professionals and the general public beyond the limited distribution of a basic flyer.

Recommendations

The Grand Jury recommends that:

- R1. Placer County Health and Human Services expand current information outreach efforts to make medical and education professionals, as well as the general population, more aware of Laura’s Law. This would include the Law’s benefits, qualifications and operational policies.

Request For Responses:

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Jeff Brown Director, Health and Human Services 3091 County Center Drive #290 Auburn, CA, 95603	R1	August 31, 2016

Copies sent to:

Ms. Maureen Bauman

Director, Placer County Adult System of Care
11512 B Ave
Auburn, CA 95603

Mr. David Boesch

Chief Executive Officer, Placer County
175 Fulweiler Ave.
Auburn, CA 95603

August 29, 2016

The Honorable Colleen Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

RECEIVED

SEP 01 2016

PLACER COUNTY
GRAND JURY

Re: **2015-2016 Grand Jury Final Report – Placer County Implements Assisted Outpatient Treatment “Laura’s Law”.**

Dear Judge Nichols,

This letter is in response to the 2015-2016 Grand Jury’s Findings and Recommendations from the report titled *“Placer County Implements Assisted Outpatient Treatment”*. The Department of Health and Human Services would like to thank the members of the 2015-2016 Grand Jury for their efforts in reviewing our County’s implementation of Laura’s Law and highlighting the need to expand current outreach efforts to the public.

Our department respectfully submits the following as a response to this report.

FINDINGS

We agree with the findings, numbered: F1, F2, F3, F4, and F5.

RECOMMENDATIONS

Recommendation numbered R1 has begun to be implemented.

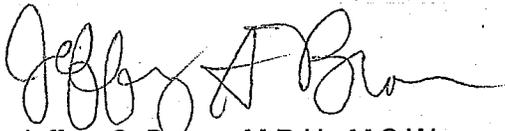
R1 – Placer County Health and Human Services expand current information outreach efforts to make medical and education professionals, as well as the general population, more aware of Laura’s Law. This would include the Law’s benefits, qualifications and operational policies.

At this time there has been an updated power point presentation developed. The presentation provides information on the current program statistics, how this program fits into the current system of care, benefits of this law, criteria for entry into the program and operational policies.

Presentations are currently scheduled with the National Alliance on Mental Health, the Community Collaborative of Tahoe Truckee, the Campaign for Community Wellness and a local support group.

In addition, Health and Human Services staff will work with the Placer County Public Information Office to develop material that can be distributed through the current county public distribution channels such as the Placer County News. It is anticipated that the development of this material will occur late this summer with distribution transpiring periodically throughout the upcoming fall and spring.

Sincerely,



Jeffrey S. Brown, M.P.H., M.S.W.
Health and Human Services Department Director

cc: Sharon Stanner, Foreperson of Placer county Grand Jury
Gerald O. Carden, Placer County Counsel

Auburn Police Department and Holding Facility

Annual Inspection

Findings

The Grand Jury found that:

- F1. The combination of a police officer and/or a camera provides adequate monitoring of the detention area.
- F2. An updated Computer Aided Dispatch Software could improve records management, crime mapping, GPS officer location, and various other department functions.

Recommendations

The Grand Jury recommends that:

- R1. The make-shift electrical extension cord holder be removed from the fire extinguisher door in the sally port.
- R2. The APD research and implement a more comprehensive Computer Aided Dispatch System.

Request For Responses:

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. John Ruffcorn Public Safety Director, City of Auburn 1215 Lincoln Way Auburn, CA 95603	R1- R2	August 31, 2016

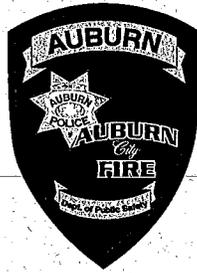
Copies sent to:

Mr. Tim Rundel
Auburn City Manager
1225 Lincoln Way
Auburn, CA 95603

Dr. Bill Kirby
Auburn City Mayor
1225 Lincoln Way
Auburn CA 95603

AUBURN DEPARTMENT OF PUBLIC SAFETY

JOHN F. RUFFCORN | PUBLIC SAFETY DIRECTOR
1215 LINCOLN WAY | AUBURN, CALIFORNIA 95603
PHONE (530) 823-4237 EXT. 201 | FAX (530) 823-4224



INFO/NON-EMERGENCY	823-4234
ADMINISTRATION	823-4237 EXT. 203
INVESTIGATIONS	823-4237 EXT. 221
OPERATIONS	823-4237 EXT. 205
RECORDS	823-4237 EXT. 218
FIRE NON-EMERGENCY	823-4211 EXT. 180

The Honorable Colleen M. Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

Re: 2015-2016 Placer County Grand Jury Report-Auburn Police Department and Holding Facility

Dear Honorable Judge Nichols,

I would like to thank you and the Placer County Grand Jury for their continued efforts with the annual inspections of the Auburn Police Department, and I am pleased to submit my response to their final report. I have carefully reviewed the findings and recommendations and I am pleased to provide you with the following response:

FINDINGS

I **agree** with the following findings of the Placer County Grand Jury in regards to the holding facility and police department:

- F1) The combination of a police officer and/or camera provides adequate monitoring of the detention area.
- F2) An updated Computer Aided Dispatch Software could improve records management, crime mapping, GPS officer location and various other department functions.

RECOMMENDATIONS

- R1) The makeshift electrical extension cord holder be removed from the fire extinguisher door in the sally port.

Response 1) The extension cord was removed.

- R2) The Auburn Police Department should research and implement a more comprehensive Computer Aided Dispatch (CAD) System.

Response 2) The Department had been working with our regional partners (Roseville PD, Placer County Sheriff's Department (PCSO), and several fire districts) for over six-years to try to implement a new CAD System.

There have been several setbacks because of functionality, vendor issues, and all of the partners being in agreement. For Auburn to purchase its own CAD system we would pay a much higher initial price, we would lose a significant amount of functionality, and we would lose Information Technology support from Placer County Sheriff's Department.

By continuing in our partnership with PCSO, our CAD project might not be implemented within the next few years. However, as the executive of our department, I have to weigh long-term goals with short-term needs. Our current system does work, it is just not as robust as anyone would like. I am confident in our partnership with PCSO, and I know they are just as motivated to implement a new CAD system as APD is.

I again would like to thank the 2015-2016 Placer County Grand Jury for its report on the annual inspection of the Auburn Police Department and the opportunity to respond to the findings and recommendations. If you have any feedback or additional questions, I would be more than happy to talk with you or respond through a written correspondence. Sincerely,



John F. Ruffcorn, Public Safety Director (Acting City Manager)
City of Auburn

cc: Dr. Bill Kirby, Auburn City Mayor

Placer County Jails and Holding Facilities: A Consolidated Report Annual Inspections

Findings

The Grand Jury found that:

- F1. All six Placer County Jails and Holding Facilities were clean, well maintained and well managed with the exceptions noted. It was apparent that staff takes great pride in their facilities.
- F2. The Burton Creek Substation Jail/Holding Facility is functional and operational, in spite of its age and the fact that it is not ADA compliant. The staff does an exceptional job in utilizing a very outdated facility.
- F3. AB109 has impacted Auburn Main Jail and the South Placer Main Jail. With some inmates now spending up to 8 years in a county facility, long-term rehabilitation and medical services as well as educational/vocational opportunities are more critical than ever.
- F4. The opening of the booking facility at the South Placer Main Jail will enable south county law enforcement officers to return to duty more quickly than the current system. It will also enable smaller facilities run by cities to expedite their own booking routines.
- F5. The floor of the kitchen area in the South Placer Adult Correctional Facility has missing, torn, and/or worn non-slip floor tapes in the food storage and preparation areas.
- F6. The floor in the kitchen area of the South Placer Adult Correctional Facility has cracks that could harbor bacteria.
- F7. On the day of the inspection of the Historic Courthouse, exposed and damaged drywall or plaster was observed on the bottom right of the doorjamb entering the facility through the sally port.

Recommendations

The Grand Jury recommends the following:

Auburn Historic Courthouse

- R1. Repair the drywall or plaster that is exposed on the bottom right of the doorjamb entering the facility from the sally port.

Burton Creek

- R2. Implement changes to make the facility ADA compliant.

South Placer Main Jail

- R3. Repair or replace missing, torn, or worn non-slip floor tapes in the kitchen, food storage, and food preparation areas.
- R4. Repair the floor cracks throughout the building with special emphasis in sealing the cracks in the kitchen area.

South Placer Minimum Security Facility

No recommendations

Auburn Main Jail

No recommendations

Santucci Courthouse

No recommendations

Request for Responses

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Edward Bonner Placer County Sheriff-Coroner-Marshal 2929 Richardson Drive Auburn, CA. 95603	R1, R2, R3, R4	August 31, 2016

Copies sent to:

Placer County Board of Supervisors
175 Fulweiler Avenue
Auburn, CA 95603



EST. 1851

PLACER COUNTY SHERIFF CORONER-MARSHAL

MAIN OFFICE
2929 RICHARDSON DR.
AUBURN, CA 95603
PH: (530) 889-7800 FAX: (530) 889-7899

TAHOE SUBSTATION
DRAWER 1710
TAHOE CITY, CA 96145
PH: (530) 581-6300 FAX: (530) 581-6377



EDWARD N. BONNER
SHERIFF-CORONER-MARSHAL

DEVON BELL
UNDERSHERIFF

RECEIVED

AUG 16 2016

PLACER COUNTY
GRAND JURY

August 10, 2016

The Honorable Colleen Nichols
Presiding Judge of the Superior Court
County of Placer
P.O. Box 619072
Roseville, CA 95661

Re: Response to the 2015-16 Grand Jury Final Report – Placer County Jails and Holding Facilities: A Consolidated Report

Dear Judge Nichols:

After careful review of the findings and recommendations of the Placer County Grand Jury, I am pleased to submit the following responses to the 2015-16 Grand Jury Final Report – Placer County Jails and Holding Facilities: A Consolidated Report.

FINDINGS

I agree with the findings, numbered F1, F2, F3, F4, F5, F6 & F7.

- **F1.** All six Placer County Jails and Holding Facilities were clean, well-maintained, and well-managed with the exceptions noted. It was apparent that staff takes great pride in their facilities.
- **F2.** The Burton Creek Substation Jail/Holding Facility is functional and operational, in spite of its age and the fact that it is not ADA compliant. The staff does an exceptional job in utilizing a very outdated facility.
- **F3.** AB109 has impacted Auburn Mail Jail and the South Placer Mail Jail. With some inmates now spending up to 8 years in a county facility, long-term rehabilitation and medical services, as well as educational/vocational opportunities are more critical than ever.
- **F4.** The opening of the booking facility at the South Placer Mail Jail will enable south county law enforcement officers to return to duty more quickly than the current system. It will also enable smaller facilities run by cities to expedite their own booking routines.
- **F5.** The floor of the kitchen area in the South Placer Adult Correctional Facility has missing, torn, and/or worn non-slip floor tapes in the food storage and preparation areas.
- **F6.** The floor in the kitchen area of the South Placer Adult Correctional Facility has cracks that could harbor bacteria.
- **F7.** On the day of the inspection of the Historic Courthouse, exposed and damaged drywall or plaster was observed on the bottom right of the doorjamb entering the facility through the sally port.

RECOMMENDATIONS

Auburn Historic Courthouse Recommendation:

- **R1.** Repair the drywall or plaster that is exposed on the bottom right of the doorjamb entering the facility from the sally port.

Response: Recommendation R1 has been implemented. The Judicial Council authorized a work order to repair the damaged area.

Burton Creek Recommendation:

- **R2.** Implement changes to make the facility ADA compliant.

Response: Recommendation R2 requires further analysis. While we recognize the Burton Creek facility is outdated, the Sheriff's Office defers to the County Executive Officer and the Board of Supervisors to pursue the most feasible option to either implement renovations to make the facility ADA compliant, or the option of a new Sheriff's Station.

South Placer Main Jail Recommendation:

- **R3.** Repair or replace missing, torn, or worn non-slip floor tapes in the kitchen, food storage, and food preparation areas.
- **R4.** Repair the floor cracks throughout the building with special emphasis in sealing the cracks in the kitchen area.

Response: Recommendations R3 & R4 have been implemented. There are no longer missing, torn or worn non-slip floor tapes in the food storage and preparation areas, and no cracks in the floor in the kitchen area. The entire kitchen floor was resurfaced with epoxy non-slip flooring.

I wish to thank the members of the 2015-16 Placer County Grand Jury for their dedication to the community, and for their work during the past year.

Sincerely,



Edward N. Bonner
Sheriff-Coroner-Marshal

c: Board of Supervisors
David Boesch, Placer County Executive Officer
Gerald O. Carden, Placer County Counsel
Sharon Stanners, Foreperson of the Placer County Grand Jury

Rocklin City Police Station and Holding Facility

Annual Inspection

Findings

The Grand Jury found that:

- F1. The lack of proper lighting to monitor inmate activities during pupil dilation drug testing is problematic. The existing lighting interferes with the ability to conduct a proper and safe pupil dilation test related to drug and alcohol screening. When the light is turned off to properly conduct the test, the lack of any lighting creates a safety and security threat to detainees and police officers.

Recommendations

The Grand Jury recommends that:

- R1. RCPS purchase and install appropriate lighting equipment in its booking and holding area to increase officer and detainee safety.

Request For Responses:

	<u>Recommendations Requiring Response</u>	<u>Response Due Date</u>
Mr. Ron Lawrence Police Chief, City of Rocklin 4080 Rocklin Road Rocklin, CA 95677	R1	August 31, 2016

Copies sent to:

Rocklin City Council
3970 Rocklin Road
Rocklin, CA 95677



ROCKLIN
CALIFORNIA

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AUG 11 2016

**PLACER COUNTY
GRAND JURY**

August 9, 2016

Placer County Grand Jury
11532 B Avenue
Auburn, CA 95603

RE: Response to Grand Jury's Rocklin City Police Station and Holding Facility Report

The following is the response from the Rocklin Police Department to the Findings and Recommendations in the Placer County Grand Jury's *Rocklin City Police Station and Holding Facility Report* dated June 23, 2016.

Grand Jury Findings

(F1 – page 3): *Lack of proper lighting to monitor inmate activities during pupil dilation*

- Rocklin Police Department agrees with the findings numbered F1 (page 3).

The safety of officers, prisoners and others while in the holding facility is paramount to the Rocklin Police Department. Within 180 days the Police Department will meet with representatives from the City facilities team to determine the best course of action to dim the lights to an acceptable level that still allows for the proper administration of the pupillary reaction test, while maintaining compliance with the California Department of Corrections and Rehabilitation Title 15 mandates (if any).

Thank you for this opportunity to respond to the Placer County Grand Jury's *Rocklin City Police Station and Holding Facility Report*. If you or the Grand Jury members have any questions, please feel free to contact me.

Sincerely,

GREG JANDA
Mayor – City of Rocklin

cc: Ricky Horst, City Manager – City of Rocklin
Placer County Presiding Judge Colleen Nichols

GJ:lah

GREG JANDA, Mayor
CITY OF ROCKLIN: 3970 Rocklin Rd. Rocklin, CA 95677
O. 916.625.5560 | C. 916.577.1042 | greg.janda@rocklin.ca.us

RESPONSE TO GRAND JURY REPORT

Report Title: Rocklin City Police Station and Holding Facility

Report Date: June 23rd, 2016

Response by: Ron Lawrence **Title:** Chief of Police

FINDINGS

1. I (we) agree with the findings numbered: F1
2. I (we) disagree wholly or partially with the findings numbered:
(Attach a statement specifying any portions of the findings that are disputed; include an explanation of the reasons.)

RECOMMENDATIONS

1. Recommendations numbered _____ have been implemented.
(Attach a summary describing the implementation actions.)
2. Recommendations numbered F1 have not yet been implemented, but will be implemented in the future.
(Attach a timeframe for the implementation.)
3. Recommendations numbered _____ require further analysis.
(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of the publication of the Grand Jury report.)
4. Recommendations numbered _____ will not be implemented because they are not warranted or are not reasonable.
(Attach an explanation.)

Date: 7-6-16

Signed: _____



Number of pages attached: 2 (Two)